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Scott County

April 18, 2011

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 November, 1st Quarter FY'11 I.T. Update were:

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

Summaries of the progress on these projects are:

- Phone Switch Upgrade – <u>Project In-process</u>.
  Voice over Internet Protocol (VoIP) and voice mail servers have been deployed. Interface to existing PBX has been established. IT training has been conducted. VoIP Phones are in process of being deployed as detailed in project plan. Phone deployment should be complete in 2011.

  Cisco core and edge networking equipment to support Power Over Ethernet (POE) and Quality of Service (QoS) standards has been acquired. Core network implementation is complete at both the Court House and SECC. Edge network implementation has been completed at SECC and is well underway at other County facilities. Edge network equipment has been and will be deployed in time to facilitate VoIP phone deployment.

- Scott Emergency Communications (SECC) start-up – <u>Project In-Process.</u>
  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 – <u>Project Complete.</u>
    - 911 telephone system implementation – <u>Project Complete.</u>
    - Server and storage implementation – <u>Project Complete.</u>
    - Data network implementation – <u>Project Complete.</u>
    - Data room and wiring infrastructure implementation – <u>Project Complete.</u>
    - CAD/RMS system implementation – <u>Project In-process.</u>
    - CAD/RMS mobile, merge, records client deployment – <u>Project In-process.</u>

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

Help Desk Metrics for 3rd Quarter FY'11:

- Work Order Volume:
  - Work Orders opened   506   (Up from 478)
  - Closed/Completed Work Orders   507   (Up from 493)
  - Current Open Work Orders   62   (Up from 49)
    - Trouble Tickets   13   (Down from 27)
    - Add/Change/Delete Projects   19   (Up from 10)
    - Unassigned   30   (Up from 12)
- Support Volume:
  - Total Phone Calls   912   (Down from 1257)
    - January   354
    - February   116   (Note: Count low due to phone system change.)
    - March   442
  - Total E-mails/Faxes/Walk-ins: 903   (Up from 842)
    - January   259
    - February   249
    - March   395

Infrastructure Metrics for 3rd Quarter FY'11:

- Network accounts supported   1094
- E-mail accounts supported   776
- Third party applications supported   67
- PC's supported   582
- Laptops supported   147
- Terminals supported   63
- Printers supported   184
- Physical Servers supported   30
- Virtual Servers supported   64
- Telephones supported   811
- Routers/Switches supported   168

E-mail Metrics for 3rd Quarter FY'11:

- 281,266 e-mails delivered to Scott County (Up from 251,525)
- 3,604,662 spam e-mails blocked from Scott County (Down from 11,246,507)
- 92.24% of e-mail addressed to Scott County was spam (Down from 97.77%)
- 305 virus infected files blocked from entering Scott County's network (Down from 651)
- 29.03 person years saved (calculation based on assumption of 1 second to delete each spam e-mail) (Down from 90.22)

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

- Phone Switch Upgrade
- Scott 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.