Information Systems

Mission Statement

- Provide IT Solutions (appropriate services, communications, hardware, and software) to assist the County in providing Services to constituents and employees

Prior Year Inputs/Outputs

FTE (2020): 38

- 2020 to Sep 20th 2313 Service calls received
- 2000 Internet connection per day
- Over 1000 security block per month
- Over 7500 Inbound emails per workday
- Just under 1000 Outbound emails per workday
- 149 Active computer servers
- Covid Transitions
  - Monthly Zoom meetings for CED
  - Additional equipment and software to add 240 remote users
- Supporting 267 Security camera & 202 Doors
- 320 PCs and Laptops replaced

Core Functions & Services

- Network: The creation of County network with servers, user stations and printers with all attached equipment.
  - We are constantly looking at the security and efficiency of our infrastructure as we provide services to County Employees and patrons. This includes communication speeds, Storage and input/output devices.
- Software: There is many types of software and we assist with all, our main goal is to keep the data from these systems consistent, accurate and secure while adding the tools, training and management needed to make software utilization successful for all employees and patrons that utilize it.
- Telecom: This is mainly known as our phone system. We consistently look at uptimes, try to enhance services while keeping operational cost low. We take care of PBX announcements, Call routing inside of Departments and connectivity of phones.
  As technology changes, we try to take advantage of the new technology when it hits a price point that is advantages to the County and its citizen.
- Graphical Information Systems (GIS): This is the process of representing our counties physical attributes via electronic imagery. Then utilizing the data that we do have to show graphical representations. i.e. Covid outbreaks, parcel value by area, political districts, Dog ownership densities etc.

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Current Year Projected Outcomes

Spillman Flex software (Jail management): replace the current Jail management system with a purchased software from Motorola called Spillman Flex. Configured the server, worked with Vendor to load software and convert data. Wrote transitions to other applications no longer supported.

Outcome: New software up and running, all features replaced except Transportation and Officer Training. No module in Spillman to perform these functions.

GIS Enhancements:

- Onbase integration for Recorders on Dedication and Ownership Plats
- Historic Imager app installed to display 1975 vs today
- Deployed GIS in the field for Public Works- Able to perform mobile updates
- Spillman Geo-validation for better accuracy of addresses for Patrol and Dispatch
- Identify residences with active voters for Elections
- Online Covid-10 map with daily updates for Health website

Software:

- Request/Hotline application rewritten and released
- Inmate Roster Updated using Spillman Data Exchange
- Added Manufactured homes to Personal Property web app to collect payment
- Covid-19 Dashboard and Daily maintenance for the county related Covid response.
- Websites redone for Auditor, Clerk Animal Care and Control, and Elections Candidate pages.
- 61 Software issues resolved
- Completed 895 non project related software service requests

Telecom:

- Moving to the SIP (Cloud based) environment. We are at the testing phase – near completion. Once testing is over, it will take I.T. a few months to move all sites over. This new environment will enable more flexibility between sites. For example.
    - extensions can be moved from one site to another site without any programming
    - redundancy
    - more stable environment - cloud base instead of physical VOIP lines
    - sessions (number of licenses for consecutive calls) is flexible and can be adjusted per call volume.
    - call recording

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Next Year Budget Initiatives

Software purchase request are one of our larger requests this year. Even though it is half of last year's request, we have another $670 Thousand in new software requests. These request and definitions are

- ESRI Parcel Fabric - $25,000. This will affect 5 of our departments as we move to a new mesh of parcel and annotated data points in our GIS environment. We also have requested training in those departments and ours to help bring our County Employees up to speed on this new system
- Time Entry Application - $150,000. This will be our second attempt at bringing a time entry system into our environment. We purchased ESS with Tyler and it did not do what was wanted after installation. The County is currently out for RFP for the new software. This will enable all of our employees to clock in and time will be integrated with our Payroll system.
- eProsecutor - $200,000 – The Attorney's office is utilizing Justware at the current time. IT has been purchased and is end of life. We will be moving to its successor, eProcecutor. This is a very good product and should cut down on our storage requirements in time.

In the network side of things, we will be working on our Firewalls, Security, Storage and internet access load balancing.

As our county moves more to purchased software and web based applications, we are shoring up our storage and making our network access points more balanced and higher availability to accommodate the higher usage. These three projects will cost the County about $250,000.