



Information Technology Board

February 24, 2009 Meeting Agenda

Leading the way in enterprise-wide technology

Meeting Date:	02/24/2009	Meeting Time	9:30-11:00 am
		Location:	CCB Room 260
Chairman:	Michael W. Rodman	CIO:	Glen A. Baker

Minutes:

- Approval of the January 27, 2009 Meeting Minutes

Status Updates:

- IT Board Business
- ISA Report
- ISA Financial Report

Action Items:

Discussion Items:

- **GIS Update**
- **Project Update:** Property System Replacement

Adjourn:

The next scheduled IT Board meeting is on March 24, 2009 at 9:30 AM in CCB Room 260

Attachments:

Contracts < \$100,000



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Meeting Date:	1-27-2009	Building/Floor/Room:	C/C, 2 nd floor, Room 260
Meeting Time:	9:30	Chairman:	Michael Rodman
Meeting Purpose:	Monthly Meeting	CIO:	Glen Baker

Information Technology Board Members Present:

Michael Rodman	Marion County Treasurer	Chairperson
Jennifer Ruby	City County Council	Secretary
Judge Bill Young	Marion County Superior Court	Voting Member
Chief Deputy Kerry Forestal	Marion County Sheriff Department	Voting Member
Greg Bowes	Marion County Assessor	Voting Member
Beth White	Marion County Clerk	Voting Member
Julie Phealon	Mayoral Appointee	Voting Member
David Reynolds	City Controller	Voting Member
Glen Baker	Information Services Agency	Non-voting Member
April Schultheis	Office of Corporation Counsel	Legal Counsel (Non-voting Member)

Present: Jim Ruddell, Jennifer Morrison, John DeCocq, Aaron Hood, Kevin Ortell, Dan Pavey, Barbara Brinson, Carol Horne, Jeff Snodgrass, Joe Lex, Renee Washington, Darlene Cunningham, Phil Brummit, Giesla Schepers, Jeffrey Hayhow, Brian Tulga, Frank Short, Lesa Dietrick, Jim Nelson, Marv Thornsberry, Ernie Penquite, Toni Parks, Beverly Dillon-Macy, Barbara Thompson, Mark Simmermon, Amber Craig, Chuck Carufel, Rick Hammond, Rick Petrecca, Mark Simmermon

Guests: Jim Kearns, AT&T; Chris Meehan, AT&T; Jim Hassee, UNISYS; Sam LeStourgeon, IBM; Sean McCloskey, Dell; Mark Gibson, Netwise Resources; John M. Slendak, TW Telecom; Alexandra Ziegler-Davis, KPMG; Wendy Thanisch; City of Indianapolis-Purchasing; Jon Kizer, Direct Path; Tracy Barnes, ENTAP; Brady Marvel, SAVVIS; Walter Duff, UNISYS; Sean Fahey, Quest Information Systems, Christie Denzer, Accutur



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The January 27, 2009 IT Board Meeting was called to order at 9:32 by Mr. Rodman, Marion County Treasurer.

Minutes

Approval of the December 16, 2008 IT Board Meeting Memoranda, December 16, 2008 IT Board Meeting Minutes, and December 29, 2008 IT Board Meeting Minutes

Mr. Rodman requested that the IT Board approve the December 16, 2008 IT Board Memoranda, December 16, 2008 IT Board Meeting Minutes, and December 29, 2008 IT Board Meeting Minutes in one motion. Ms. Schultheis, Legal Counsel, confirmed the request to approve the Minutes and Memoranda in one motion. Chief Deputy Forestal, Marion County Sheriff Department, made a motion to approve the December 16, 2008 IT Board Meeting Memoranda, December 16, 2008 IT Board Meeting Minutes, and December 29, 2008 IT Board Meeting Minutes. The motion was seconded by Ms. Ruby, Council Appointee, and carried unanimously.

IT Board Business

Mr. Rodman introduced Mr. Baker, CIO, as new Chief Information Officer of ISA.

ISA Report

Mr. Baker, CIO, thanked Mr. Ortell for filling the role of Interim CIO. Mr. Baker thanked the IT Board Members and Agency Heads and then thanked the ISA Staff for their warm welcome and hard work. Mr. Baker presented the ISA Report. Mr. Baker noted that there were four new categories outlining the Report Summary titled: On-Scope, On-Budget, On-Time, and Scheduled Finish Date. Mr. Baker stated that he hoped that these four new columns would promote more visibility and more accountability across the current projects. Fifty percent of the current projects at this time do not have a scheduled finish date and Mr. Baker stated that was problematic and something that needed to be solved. Mr. Baker continued the ISA Report Summary noting that the Accela Project was over budget and that the scope of the project was not stable. Mr. Baker expects to have an executable plan in place within the next two weeks to get the Accela Project back on scope. The Enterprise Resource Planning ("ERP") RFS was released in December of 2008 to search for a Partner to help put together business and technical requirements. The Review Committee has begun reviewing the proposals and Mr. Baker expects a recommendation to be made in March or April of 2009. The MOSS 2007 – Intranet Project was summarized by



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Mr. Baker who stated that ISA was actively developing a detailed plan for moving forward with the Intranet. NG and DAI met all service levels for the month of November. Mr. Baker thanked both NG and DAI for their continued work. Mr. Baker went over the IT Strategic Plan in detail stating that ISA was very focused on Goals 1, 2, and 3. Mr. Baker stated that ISA has launched an initiative to understand costs at a greater detail for the 2010 Budget process. Mr. Baker stated that Security was an important priority for ISA and that as an Enterprise, we needed to understand our capabilities and vulnerabilities. Mr. Reynolds, City Controller, asked if that meant taking a look at the access that the Enterprise has to different websites such as the ones that stream video and radio. Mr. Baker responded by saying yes because the Enterprise needs to double back on capacity planning. Mr. Baker mentioned that ISA is working on a long term strategy for Service Areas 1 and 2 that are currently managed by Northrop Grumman ("NG"). Service Areas 1 and 2 include support for the DataCenter, support for the Help Desk and support for the Desktops. An RFS went out looking for a partner to put together an RFP for ISA to use for future support of service areas as well as continuing negotiations with NG on an extension or renewal of their contract. Judge Young stated that the SLRs are the basis of the agreement and would be important in the coming negotiations with NG as this is the final year of the five year contract and now is the time to change those SLRs if we are not happy with them. Mr. Baker agreed that the SLRs were extremely important and the Negotiating Team is going to try to simplify the SLR metrics in the future. Judge Young noted that there were 413 IMACs in December of 2008 but that number did not tell him if the IMACs were allocated properly or if there were wasted IMACs. Mr. Ortell stated that the IMACs far exceeded in July of 2008 partly due to the PC Refresh program which drove up the number of machines. Judge Young stated that showed that there was error and that error happened due to a change in business practice. Mr. Baker stated that ISA would look to achieve more flexibility in the future in adjusting those transaction volumes at contract price points. Mr. Rodman then thanked Mr. Baker for his report and thanked Mr. Ortell for doing a good job in passing the baton on to Mr. Baker to succeed. Mr. Rodman also stated that Judge Young had rejoined the IT Board and that Judge Young brings a sense of history to the Board.

ISA Financial Report

Mr. Hood, CFO, acknowledged and thanked Mr. Ortell for his leadership as Interim CIO. Mr. Hood welcomed Mr. Baker as new CIO to ISA and thanked the ISA Staff for their hard work. Mr. Hood presented the ISA Financial Report, which covers reporting through the year of 2008. The first of the three major areas reviewed is the Year to Date Expenses. ISA has spent \$33.2 million which equates to 80.7 percent of budget. That does not mean that 20 percent of the



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budget was under spent. There is a significant portion of that money encumbered to yet be spent. Judge Young requested a column for the encumbered amount be provided in the ISA Financial Report. Mr. Hood agreed to add a column for the encumbered dollar amount. The Year-to-Date Revenue collected was \$26.8 million which calculates to 98.4 percent of the budget for 2008. Service contract comparison through 2008 was slightly over \$12.7 million spent in the three major service areas at this time verses what was spent at the same time last year. The variance is due to the "True-Up" which increased the costs and an Amendment with credits that lapsed which provides for the variance. Mr. Rodman asked while looking at the Chargeback/Pass-Through Budget and Year-to-Date for the City if those numbers should be reversed. Mr. Hood stated that it was accurate as is and it looks odd due to the timing because it is based on a cash basis. Judge Young requested that the lump of Service Area 1 and Service Area 2 be separate entities in the Financial Report as they are separate entities that need looked at. Mr. Hood agreed to separate Service Area 1 and Service Area 2.

MBE/WBE Report

Mr. Hood presented the Minority and Women Owned Business Enterprise Report ("MBE/WBE"). Mr. Hood covered the MBE/WBE Statistics for the 4th Quarter showing a net percentage of 19.59. Chief Deputy Forestal asked who sets the numbers and is it comparable to other cities. Mr. Hood did not have an accurate answer as to whether it was comparable to other cities but stated that was a very good question and that the Administration sets the numbers for the year. Mr. Hood also reviewed the Year-to-Date Statistics with a net percentage of 18.37. Mr. Bowes, Marion County Assessor, requested confirmation that the 18.37 percent was dollars and not the number of Vendors. Mr. Hood confirmed that was correct. Mr. Bowes then asked for confirmation that per vendor there may be a certain dollar amount that that particular vendor could attribute to MBE/WBE reporting because they were not certified and if that dollar amount was due to subcontractors that met the requirement. Mr. Hood confirmed that was accurate. Ms. Ruby, City County Council, encouraged people who were watching the meeting that were a woman or minority-owned business to get on the City's Certification list.

LoGO Quarterly Report

Mr. Rick Petrecca presented the LoGO Quarterly Report. Mr. Petrecca highlighted that for the 2008 year, via LoGO, the Enhanced Access partner, we collected \$8.2 million dollars in statutory fines and fees and received over \$133,000.00 in additional revenue with over 480,000 transactions completed on



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the IndyBiz portal which saved over 40,000 hours of employee time. Mr. Petrecca summarized the Development Highlights including the Accela Project, PVDNet, IMPD, and the Clerk's office. Mr. Petrecca reviewed the Marketing Highlights and noted that Channel 16 was providing public service announcements for the IndyBiz services. Mr. Petrecca concluded by giving a brief status on the Enhanced Access Project contract which is in the process of rebidding. Best and final offer talks are ongoing with two Vendors and Mr. Petrecca hoped to have a decision made by the March IT Board Meeting.

Action Items

Resolution 09-01 Authorization of Signatory Authority to Execute Agreements within an Amount Not to Exceed \$100,000.00 for the Director of the Information Services Agency ("ISA")

Mr. Rodman presented Resolution 09-01. Judge Young asked Mr. Baker whether or not he thought that \$100,000.00 was a sufficient enough amount to allow Mr. Baker flexibility in his role while the IT Board maintained its control over said dollar figure. Mr. Baker responded that he would be uncomfortable with any amount higher than that of \$100,000.00 as it far exceeds the amount that he has been granted in his past work experience. Ms. White made a motion to approve Resolution 09-01. The motion was seconded by Ms. Ruby, and the motion passed unanimously.

Discussion Items

Accela Project Status Update

Ms. Barbara Brinson, Business Relationship Manager for ISA and Ms. Carol Horne, Project Manager, presented the Accela Project Status Update. Ms. Horne reviewed the Objectives and Goals of the Project. Ms. Brinson reviewed the Overview and Background of the Project by going over each user and what the Accela tool would provide for each user. Ms. Brinson then discussed accomplishments of Accela and how Accela will interface with several different systems and how the information in each system will marry into one system. Ms. Horne summarized the Application of Dynamic Themes that Accela provides. Judge Young asked if there were a way for the Inspectors to route out their day which would then give them better time management and provide better gas mileage for them while they were out in the field. Ms. Horne advised that was something that was currently being worked on. Ms. Ruby then asked what could potentially be the bottleneck for all of this information that is being pulled from a desktop to a laptop out into the field with the Inspector? Ms. Horne advised that



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it was dependent on the type of information that would be pulled up at any given time. Ms. Brinson then offered that each Inspector has an Air Card out in the field with them that helps them with their connectivity. Ms. Brinson then reviewed the reasons for delay in the Accela Project. Ms. Brinson stated that there were many reasons for the delays and one major reason was the change in business practices which is impacting the scope of the project. As an example, Ms. Brinson offered that in January 1, 2009 an ordinance was passed that reduced the amount of time that an inoperable vehicle could be on the street before it was towed. This ordinance created a ripple effect with the project because it requires significant changes to be made to the business processes today in the current Tidemark program environment and any changes made in said Tidemark environment would then need to be replicated in the Accela environment. Ms. Brinson then reviewed the technical issues delaying the Accela Project. One primary issue is that it has taken over six months to convert the Tidemark Database into Accela's own product which Ms. Brinson continued to state made the confidence in the conversion tool questionable at this time. Ms. Brinson stated that the City of Indianapolis' requirements have far exceeded Accela's experience. Ms. Brinson reviewed the impact of delays involved in the Accela Project. Mr. Baker asked if there was a process in place for reviewing scope revisions and changes to determine whether or not we accept the scope change and how that decision is made. Ms. Horne responded by saying that there is a process in place and they are currently trying to identify what changes are necessary. Once that is determined that information is taken to Accela to determine if there is a change in cost or if there is a schedule impact to the project. Ms. Horne continued by stating that it is then reviewed with DMD to decide whether or not it makes sense to move forward or if this would be added into Phase 2 of the project. Judge Young then stated that this is how JUSTIS.net died. Judge Young continued by stating that as long as we allow the users to redefine what it is that is being done; the project will never get completed. Judge Young asked if now was the time to ask the Board to draw the line in the sand and say no more. Ms. Brinson stated that she thought there should be future talks about drawing that line. Mr. Baker stated that was one of his roles as well to make sure that we understand when the scope change and time becomes our enemy. Mr. Baker advised that ISA would aggressively bring these types of issues to the IT Board. Ms. Ruby stated that she was concerned that work is continuing to be completed in Tidemark and then being converted over to Accela. Ms. Ruby also stated that she is very concerned that our requirements exceed Accela's experience. Ms. Brinson stated that another plan was being in put to place at this time for focused work sessions.



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Ms. White stated that the State of Indiana held three elections this year, all of which went very well with a historic primary and also a historic general election. Ms. White stated that it takes a village to run an election and she wanted to take the time to thank those of ISA and DAI who helped make the election year successful. Ms. White presented the Friend of Democracy award to Mr. Ortell and Mr. Marv Thornsberry of DAI as a thank you for their hard work in making the election year successful.

Mr. Rodman adjourned the January 27, 2009 IT Board meeting at 11:30.



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February 2009 ISA Report Summary

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ISA Project Status

ISA Major Business Initiatives	
BI1 - Improve Customer Service	BI5 - Improve Quality of Service
BI2 - Improve Operation Efficiencies and Reduce Cost	BI6 - Increase Understanding of Constituent Interactions
BI3 - Increase Transparency to Citizens	BI7 - Make the Region Safer & Healthier
BI4 - Improve Neighborhoods	BI8 - Accelerate Economic Development

Project	BI	Phase	Scheduled Finish Date	On-Time	On-Budget	On-Scope	Overall Status
Criminal/Civil Case Mgmt – Traffic Court	BI6	Closing	Complete	Blue	Blue	Blue	Blue
Exact Target	BI2	Closing	Complete	Blue	Blue	Blue	Blue
PotHole Portal	BI2	Closing	Complete	Blue	Blue	Blue	Blue
Verizon Wireless Svcs	BI2	Closing	Complete	Blue	Blue	Blue	Blue
Domestic Violence Case Information	BI2	Closing	Complete	Blue	Blue	Blue	Blue
Enterprise Resource Planning (ERP) – RFS	BI1	Executing	04/28/2009	Green	Green	Green	Green
PVD Property System	BI2	Executing	In presentation	Y-01/2009	Green	Green	Yellow
Database Migration	BI2	Executing	03/31/2009	Green	Green	Green	Green
Wide Area Network Services Migration	BI2	Executing	03/31/2009	Green	Green	Green	Green
Business Intelligence	BI2	Executing	04/17/2009	Green	Green	Green	Green
MSC State Voucher – FAMIS Interface	BI2	Executing	04/17/2009	Green	Green	Green	Green
Sun Server Migration	BI2	Executing	04/30/2009	Green	Green	Green	Green
OTIS – Rewrite and Implementations	BI2	Executing	06/15/2009	Green	Green	Green	Green
Municipal Wireless Feasibility Study	BI8	Executing	12/31/2009	Green	Green	Green	Green
Accela Automation	BI2	Re-Planning		R-12/2008	Y-\$45,000	Y-BC, VI, TI	Yellow
File Services Consolidation	BI2	Re-Planning		Yellow	Green	Green	Yellow
MOSS 2007 – Intranet	BI5	Planning		Green	Green	Green	Green
Supervisory Spec Rpt	BI2	Planning		R-08/2007	Red	R-BC	Red
ISA Chargeback / Cost Analysis	BI2	Planning	New	Green	Green	Green	Green
ISA Portfolio Mgmt	BI2	Planning	New	Green	Green	Green	Green
Courts HR & Payroll	BI2	Planning	New	Green	Green	Green	Green

Note: The keys for these categories are located on the last page of this report.



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February 2009 ISA Report Summary

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Current Project Summary Descriptions

Accela Automation

Implementation of a land management system. Accela will replace many legacy systems and institute automation into several manual processes. Major project stakeholders include Department of Metropolitan Development and Marion County Health and Hospital.

Business Intelligence

Pilot implementation of Performance Point as a Business Intelligence tool. The pilot will be utilized to assist with measuring and reporting for the IndyStat initiative. The departments participating in the pilot are Office of Finance and Management and Department of Public Works.

Courts HR & Payroll

Implementation of an upgrade to Marion Superior Courts (MSC) Human Resource and Payroll systems. Implementation of a Grants module will also be included in phase two of the project.

Criminal / Civil Case Management – Traffic Court

Marion County Traffic Court implemented Odyssey for management of traffic cases. Odyssey is a case management system being implemented by JTAC statewide.

Database Migration

The objective of this initiative is to provide more cost effective database services by consolidating the number of servers used to provide DB services. Existing Oracle and SQL Server databases will be migrated.

Domestic Violence (DV) Case Information

This project entails rewriting the application to .NET technology as well as providing many enhancements. The enhancements will allow the Marion County Prosecutors Office to qualify for a significant amount of grant dollars.

Enterprise Resource Planning (ERP) – RFS vendor selection

This phase of the ERP consists of an RFS for consulting services to gather detailed requirements for an ERP implementation, select an implementation vendor, and negotiate a contract with that vendor.

ExactTarget

This project transferred hosting and processing of 25 list email groups to ExactTarget, assuring compliance with CAN-SPAM Act of 2003, providing more efficient editing of email addresses, and providing enhanced email creation options.

File Services Consolidation

The objective of this initiative is to provide a more cost effective file storage service by consolidating the number of servers used to provide those services. The project includes migrating file storage from Windows based systems to NetApp mass storage in addition to retiring Windows servers after migration is complete.

ISA Chargeback / Cost Analysis

This initiative involves analyzing ISA's current chargeback and cost structure to understand our detailed cost for services. This process will provide ISA and customer agencies/departments with the detailed cost information needed to drive better business decisions.

ISA Portfolio Management

This initiative includes implementing processes and tools that will enable ISA to: 1) maintain a constant inventory of active and queued ISA initiatives, 2) Ensure that ISA priorities are governed by the ISA Functional Groups and IT Team and 3) ISA priorities are aggressively communicated to customer agencies and departments.

Marion Superior Court (MSC) State Voucher – FAMIS Interface

The objective of this project is to enhance the State Voucher system to capture the required data and transfer it to FAMIS so that a check can be generated without manual intervention.

MOSS 2007 – Intranet Planning

This project involves migrating the existing Content Management Intranet sites to the MOSS 2007 environment, converting existing SharePoint 2003 sites to MOSS 2007, and migrating the MOSS 2007 pilot Intranet sites.



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February 2009 ISA Report Summary

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Municipal Wireless Feasibility Study

The current scope of this project is to determine the feasibility of utilizing certain applications and business processes over a municipal wireless network. It is expected that a pilot will be the end result of the current scope.

Online Time Information System (OTIS) Rewrite and Implementations

OTIS was developed in 2002 for use in the Courts as a timekeeping application. OTIS is currently being implemented in the County Assessor's Office and ISA. OTIS was originally developed in Java and is currently being rewritten in .NET.

PotHole Portal

This project was initiated to design and develop a web-based form to be used by constituents to report potholes. This application must perform all of the validations required and create a work order in the DPW Hansen application which will subsequently create a ticket in the MAC's Siebel CRM application.

Property System Replacement

This initiative is to implement and migrate to a new PVD property tax system running in a distributed computing architecture. The major stakeholders on this project are the Treasurer, Auditor, and Assessor.

Sun Server Migration

The objective of this initiative is to move services off of the aging Sun Server infrastructure to the Intel Server platform in order to reduce data center operating costs by consolidating server hardware platforms. This initiative has three phases: database, application and infrastructure services migrations.

Supervisory Special Report – Development

This project was initiated to develop a web-based chain-of-command reporting system to track and monitor the reporting on the occurrence of specific incidents related to IMPD officers. The application must include automatic routing through the chain-of-command for review and approval.

Verizon Wireless Services

The scope of this initiative is to convert all wireless services in the Enterprise to Verizon. Most departments and agencies were using Sprint services with a few using AT&T. The project includes cell phones, blackberry's, and aircards.

Wide Area Network (WAN) Services Migration

The objective of this initiative is to migrate off of the end-of-life legacy frame-relay circuits to current and less expensive circuits for all City/County offices that require WAN Services to connect to the City/County network.



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February 2009 ISA Report Summary

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Current Project Status, Milestones, & Issues

Accela Automation

- Accela configuration 88% complete; reports 74% complete; data mapping / conversion 83% complete; interfaces 86% complete
- IVR configuration specs and integration testing 60% complete
- Accela Citizens Access (ACA) configuration specs 60% complete
- FileNet interface testing continues

Upcoming Milestones

- Completion of Business Licensing analysis
- Testing of upgraded FileNet web portal to aid exploration of a staged Accela go-live
- Complete executable plan

Issues

- Abandoned vehicle ordinance changes require revisions to both Tidemark and Accela
- Continued conversion issues
- Violation cases

Business Intelligence Pilot

- Sponsor and project team approved a two week delay due to some technical issues that arose with installing components in the SharePoint environment
- Development and validation continuing
- Automated jobs being developed to update FAMIS files

Upcoming Milestones

- PerformancePoint training (04/09/2009)
- User Acceptance Testing (04/09/2009)
- PerformancePoint pilot implementation (04/17/2009)

Courts HR & Payroll

- Currently in planning phase
- Preparing cost and effort estimates for internal versus external hosting
- Preparing estimates for cost and effort of migrating databases, creating imports/exports, and listing of current reports

Upcoming Milestones

- Responses from vendor to finalize our estimates (03/06/2009)
- Finalize SOW with vendor (03/20/2009)

Database Migration

- Migration of legacy Oracle databases hosted on Sun Servers
- Build-up of SQL Server environment in preparation of SQL Server consolidation

Upcoming Milestones

- Deployment of capacity to host replicated SQL Server databases (for ad-hoc queries and reports) (02/21/2009)
- Completion of the migration of Oracle database hosted on Sun Servers (03/31/2009)

Issues

- Legacy applications that don't support newer version of Oracle DBMS can't be moved to the 64-bit Windows platform

Enterprise Resource Planning (ERP) – RFS vendor selection

- Proposals for consulting services are under evaluation

Upcoming Milestones

- Oral presentations from vendors (03/20/2009)
- Vendor selection (04/10/2009)
- IT Board decision on contract (04/28/2009)

File Services Consolidation

- This project is in the planning phase
- One remote host has already been migrated due to the consolidation of Township Assessors

Upcoming Milestones

- Define project scope – in planning
- Develop project plan – in planning

Issues

- The current organization within our File Services is not ideal and contains a lot of old unstructured data that probably could be discarded



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February 2009 ISA Report Summary

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ISA Chargeback / Cost Analysis

- Currently identifying the technology and application stacks that will be used.
- Will be working with the BRMs to determine which customers are the primary users for applications.

Upcoming Milestones

- Numbers review with CIO (02/27/2008)

ISA Portfolio Management

- Analyzing ISA needs and requirements
- Reviewing applications
- Analyzing existing tools

Upcoming Milestones

- Defined scope (03/06/2009)
- Design ISA work inventory process (03/31/2009)
- Implement ISA work inventory process (04/15/2009)
- Review of existing portfolio management tools (04/15/2009)

Marion Superior Courts (MSC) State Voucher – FAMIS Interface

- Enhancements and development are complete
- Internal ISA testing is underway

Upcoming Milestones

- Delivery for UAT (03/04/2009)
- Implementation (04/17/2009)

MOSS 2007 – Intranet Planning

- Four departments / agencies still piloting
- Project is in planning phase through March

Upcoming Milestones

- Finalize Executive Steering Committee and Standards Committee (02/27/2009)
- Finalize task estimates (02/27/2009)
- Finalize project timeline (03/31/2009)

Municipal Wireless Feasibility Study

- Rescheduling internal stakeholder interviews (interviews were cancelled due to inclement weather)

Upcoming Milestones

- Internal stakeholder interviews (03/31/2009)
- Application and business process identification(04/30/2009)
- Expected pilot implementation (12/31/2009)

Online Time Information System (OTIS) Rewrite and Implementations

- Redesign of the User Interface (UI)
- App was approved and deployed for use in the County Assessor Office
- App being piloted in ISA

Upcoming Milestones

- Deployment in ISA (02/23/2009)
- UI prototype (05/04/2009)
- UAT of rewrite (06/15/2009)

Property System Replacement

- Project team is working on a new timeline
- 07pay08 Reconciliation tax bill timeline is being finalized
- Working on mitigation of current performance issues. Expect to completed mid-March

Upcoming Milestones

- Conversion of exemptions and abatements
- Data conversion and implementation of Clerk Judgment functionality
- Conversion of legacy system history data
- Plan and implement remaining PVDNet 3.1 Auditor, Treasurer and Assessor functionality
- Define, develop and implement the PVDNet interfaces
- **Dates will be identified in Board presentation**

Issues

- Reassessment continues to impact the timeline
- Problems with Provisional tax bill printing process and continuing payment process have been identified
- Performance issues



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February 2009 ISA Report Summary

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Sun Server Migration

- Migration of applications is ongoing
- Migration of Oracle databases is ongoing
- Migration of infrastructure services (DNS, DHCP, et.) is nearing completion

Upcoming Milestones

- Completion of the application migration (03/31/2009)
- Completion of the database migration (03/31/2009)
- Completion of the infrastructure services migration (03/31/2009)
- Cancellation of the Sun hardware maintenance agreement (03/31/2009)
- Disposal of the Sun hardware (04/30/2009)

Supervisory Special Report

- ISA is reviewing and testing the app before delivering to the customer

Upcoming Milestones

- Deliver for UAT (03/02/2009)
- Implementation planning (03/31/2009)

Wide Area Network (WAN) Services Migration

- Project is beginning the execution phase
- Equipment required for migration to broadband services ordered
- Initial QoS test for IP telephony over broadband completed

Upcoming Milestones

- Migration of first frame relay site to broadband (02/23/2009)
- Required equipment for broadband received (03/02/2009)
- Migration of all frame relay sites completed (03/31/2009)

Vendor Performance

Northrop Grumman: The ISA Helpdesk took 3,639 requests for assistance in January. NG completed 1,067 regular Install, Moves, Adds and Changes (IMAC) for the month of January and zero (0) Project IMACs in January. NG met all SLA's for the month of January.

DAI: DAI met all of the established SLR for the month of January. There were 323 Application Services tickets opened and 303 closed during the month.



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February 2009 ISA Report Summary

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Project Keys

Scope Key	
VI	Vendor Issue – scope disruption due to some vendor related issue
TI	Technical Issue – scope disruption due to some technical related issue
RI	Resource Issue – scope disruption due to some resource related issue such as resource availability
SC	Strategic Change – scope disruption due to change in strategic direction
BC	Business Change – scope disruption due to change in business or business process

Status Key	
Blue	Project has been completed. This is the last time it will appear on this report.
Red	The project is experiencing significant delays, potential cost overruns, or critical failure. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action is needed.
Yellow	The project is experiencing minor delays or minor cost overruns or the project has encountered problems, which put it at risk of either going over-budget or missing deadlines. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget
Green	Project is on time and on budget with no delays or budget issues anticipated.
Black	This project has been placed on long term hold, terminated early, or retired

Phase Key	
Initiating	Defining and authorizing the project, including prioritization.
Planning	Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.
Executing	Performing the work of the project according to the scope, schedule and cost baselines established in Planning
Closing	Formal acceptance of the product, service or result

Information Services Agency
IT Strategic Plan - High Level Timeline

Goal	Effort	Impact	Planned Start	Estimated Duration	On Target	Lead
G1. Focus IT Governance on Enterprise Leadership	H	H	Q3 2008	12 months	Y	Ortell
G2. Develop a Strategic Portfolio Management Process	M-H	H	Q4 2008	12 months	Y	Watkins
G3. Create a Formal Communications Plan	H	H	Q1 2009	3 months	Y	Watkins
G4. Renew the IT Strategic Plan Over Time	M	H	Q3 2008	42 months	Y	Watkins
O1. Update and Communicate Functional Roles Within ISA	M	M	Q1 2009	12 months	Y	Watkins
O2. Implement Relevant Components of ITIL Methodology	H	H	Q2 2009	12 months	Y	Brummit
O3. Review and Improve Vendor Management (NG, DAI, LOGO)	M	M-H	Q3 2008	18 months	Y	Watkins
F1. Update the Chargeback Model	M	H	Q1 2009	6 months	Y	Hood
F2. Implement Service Level Agreements	H	M	Q3 2009	6 months	Y	Hood
F3. Build and Utilize the Fund Balance to Support Enterprise Initiatives	M	H	Q1 2009	12 months	Y	Hood
F4. Offer a Qualified Purchasing Agreement (QPA) Service	L	M	Q3 2009	6 months	Y	Hood
F5. Adjust Budget / Chargebacks Based on Qtly Review of NG "True-Up" Estimates	M	H	Q1 2009	3 months	Y	Hood
T1. Expand Teleconferencing Options	L	L	Q1 2009	1 month	Y	Schepers
T2. Incorporate Telecommunication Requests with Help Desk Process	M	M	Q1 2009	3 months	Y	Brummit
T3. Develop a Unified Communications Strategy	M	M	Q1 2009	3 months	Y	Schepers
T4. Extend GIS User Community	L	M	Q4 2008	12 months	Y	Carufel
T5. Implement Ongoing Maintenance for GIS Environment	M	M	Q4 2008	3 months	Y	Carufel
T6. Implement Aggressive Network Monitoring and Capacity Planning Process	H	H	Q1 2009	12 months	Y	Brummit
T7. Implement an Identity and Access Management Strategy	M	H	Q1 2009	6 months	Y	Brummit
T8. Update the PC Refresh Policy	M	H	Q3 2008	6 months	Y	Carufel
T9. Adjust the Help Desk Process and Monitoring	M	H	Q1 2009	3 months	Y	Brummit
T10. Increase Security Protocols within the Network	L	M	Q4 2008	12 months	Y	Brummit
T11. Apply the SDLC For all New Custom Development Projects	M	H	Q3 2008	12 months	Y	Petrecca
T12. Apply Consistent Techniques for Application Integration	M	H	Q1 2009	12 months	Y	Petrecca
T13. Establish a Master Data Management Strategy	H	H	Q1 2009	6 months	Y	Petrecca
T14. Implement an Enterprise Collaboration Strategy	M	H	Q1 2009	6 months	Y	Petrecca
T15. Implement a Business Intelligence Strategy	M	H	Q3 2008	12 months	Y	Petrecca
T16. Continue Lights On Activities (Invest for the Long-Term)	M	H	Q3 2008	42 months	Y	Brummit



Information Technology Board

February 2009 ISA Strategic Planning

Summary Report

Leading the way in enterprise-wide technology

Summary Status of Goals in Progress

G1- Focus IT Governance on Enterprise

Leadership

- Working on the job descriptions for the functional groups and the IT Team
- Work with the departments to determine who will represent them within the functional groups
- Plan the functional groups to start meeting in March

G2-Develop a Strategic Portfolio Management Process

- Defining scope and requirements
- Define and implement work inventory process
- Review of existing tools

F1-Update the Chargeback Model

- Preliminary discussions with OFM
- Goal for 2010 budget
- Plan to send spreadsheet to OFM and Auditor for payment via journal entries

F4-Offer a QPA Service

- Working with the State to piggy-back on the State QPA contracts

T1-Expand Teleconferencing Services

- Looking to use an Avaya Partner
- Requested updated quotes
- With quotes we can reach a decision on which option best suits the needs of the enterprise
- Expect implementation at the end of the first quarter

T4 – Extend GIS User Community

- Establishing regularly scheduled user group meetings
- Identifying customers who we would consider to be GIS “Power Users” and then working with these folks to establish mini-

user groups to help foster communication amongst similar job functions

- Enhancing communications to raise awareness of GIS availability within the City/County enterprise

T10-Security Adjustments

- Currently in planning phase
- Collecting information about offerings from various vendors including existing business partners

T11-Apply the SDLC for all New Custom Development Projects

- Currently utilizing the initial round of SDLC enhancements put forth in our SDLC assessment on a majority of new development projects
- Working on developing a simplified set of documentation for smaller projects

T14-Implement an Enterprise Collaboration Strategy

- Use of Microsoft Office SharePoint Server as our intranet portal
- Planning the rollout of MOSS for the intranet

T15-Implement a Business Intelligence Strategy

- Implementing Microsoft PerformancePoint is underway
- Discussions with vendor to utilize SAP’s Business Objects
- Similar discussions with Microsoft regarding SQL Reporting Services will take place



Financial Report

This report describes the financial position of ISA in three areas: Expenses, Revenue, and Service Area Contract Comparison.

2009 vs. 2008 January Year-to-Date Expenses

<i>Characters</i>	Budget 2009	YTD Jan-09	% Used	Budget 2008	YTD Jan-08	% Used
TOTAL EXPENSE	\$43,985,405	\$3,518,016	8.0%	\$39,815,476	\$3,736,700	9.4%
Char 1 - Personnel & Fringes	\$3,018,546	\$202,279	6.7%	\$2,994,806	\$220,975	7.4%
Char 2 - Supplies	\$30,733	\$6,533	21.3%	\$30,654	\$193	0.6%
Char 3 - Contractual Services	\$40,917,822	\$3,299,925	8.1%	\$36,779,273	\$3,515,532	9.6%
Char 4 - Capital & Equipment	\$18,304	\$9,279	50.7%	\$10,743	\$0	0.0%

The 2009 budget includes approximately \$7.7 million in prior year purchase orders which are still active. Of that amount, we have spent almost \$1.4 million in this calendar year.

2009 vs. 2008 January Year-to-Date Revenue

	Budget 2009	YTD Jan-09	% Collected	Budget 2008	YTD Jan-08	% Collected
TOTAL REVENUE	\$35,048,053	\$286,678	0.8%	\$32,056,354	\$1,262,648	3.9%
Chargeback/Pass Through						
City	\$12,607,445	\$21,334	0.2%	\$15,880,000	\$1,083,388	6.8%
County	\$12,143,091	\$4,739	0.0%	\$14,300,000	\$849	0.0%
Other (Outside Agencies)	\$240,000	\$19,161	8.0%	\$264,097	\$15,647	5.9%
Telephones						
City	\$824,093	\$114,212	13.9%	\$838,374	\$115,854	13.8%
County	\$545,699	\$78,440	14.4%	\$661,025	\$0	0.0%
Other (Outside Agencies)	\$148,993	\$48,000	32.2%	\$112,858	\$9,145	8.1%
Miscellaneous Revenue	\$8,538,732	\$792	-	\$0	\$37,765	-

ISA records its revenue in the year in which we receive it (i.e. "cash basis"). This includes payments received from the 4th quarter 2008 billings. There is also approx. \$2.4 million in prior year revenue (grant, fiscal ordinance) that we could receive this year.

2009 vs. 2008 Service Area Contract Comparison

Actual Cost	YTD Jan-09	YTD Jan-08	Variance
TOTAL	\$941,196	\$948,035	-\$6,839
Service Area 1 (Data Center & Network)	\$442,143	\$442,596	-\$453
Service Area 2 (Help Desk & Distributed Computing)	\$226,413	\$232,299	-\$5,886
Service Area 3 (Application Development)	\$272,640	\$273,140	-\$500

February IT Board Meeting GIS Update



February IT Board Meeting
Property Tax System Replacement Project
Status Report



