



# Information Technology Board Meeting Agenda

Leading the way in enterprise-wide technology

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**Date:** September 22, 2009    **Time:** 9:30-11:00 am    **Location:** CCB Room 260

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**Chairman:** Michael W. Rodman                      **CIO:** Glen A. Baker

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## **Minutes:**

- Approval of the August 25, 2009 Meeting Minutes

## **Status Updates:**

- IT Board Business
- ISA Report
- ISA Financial Report

## **Action Items:**

- Resolution 09-15: ESRI Maintenance Renewal

## **Discussion Items:**

- Accela Project Update
- Security Update

## **Adjourn:**

The next scheduled IT Board meeting is on October 27, 2009 at 9:30 AM in CCB Room 260

## **Attachments:**

Contracts < \$100,000



# Information Technology Board Meeting Minutes

Leading the way in enterprise-wide technology

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**Date:** August 25, 2009    **Time:** 9:30-11:00 am    **Location:** CCB Room 260

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**Chairman:** Michael W. Rodman    **CIO:** Glen A. Baker

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## Information Technology Board Members Present:

<b>Michael Rodman</b>	Marion County Treasurer	Chairperson, Voting Member
<b>Jennifer Ruby</b>	City County Council Appointee	Secretary, Voting Member
<b>David Reynolds</b>	City Controller	Voting Member
<b>Greg Bowes</b>	Marion County Assessor	Voting Member
<b>Beth White</b>	Marion County Clerk	Voting Member
<b>Mark Renner</b>	Deputy Director of Public Safety	Voting Member
<b>Judge William Young</b>	Marion County Superior Court	Voting Member
<b>Chief Deputy Kerry Forestal</b>	Marion County Sheriff's Department	Proxy Voting Member
<b>Glen Baker</b>	Information Services Agency	Chief Information Officer
<b>April Schultheis</b>	Office of Corporation Counsel	Legal Counsel

## Information Technology Board Members Not Present:

<b>Julie Phealon</b>	Mayoral Appointee	Voting Member
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Present: Kevin Ortell, Aaron Hood, Cheryl Walters, Rusty Robinson, Phil Brummit, Chuck Carufel, Barbara Thompson, Giesla Schepers, Almeca Jones, Dan Pavey, Angie Roembke, Amber Craig, Toni Parks.

Guests: Betty Daniels, DAI; Jim Hassee, ACS; Cathy Bayse, ACS; Marv Thornsberry, DAI; Ami Guilfooy, LoGO; Tom Heldt, Ciber; Sean McCloskey, Dell; Louis Dezelan, MCSD; Ron Meadows, MCSD; Renee Washington, Northrop Grumman; John DeCocq, Northrop Grumman; Jeff Snodgrass, Northrop Grumman; Joe Lex, Northrop Grumman; Jeff Hayhow, Northrop Grumman; Brian Tulga, Northrop Grumman; Lesa Dietrick, Ice Miller; Rod Hughes, Accenture; Geoff Endris, Haverstick; Tracy Barnes, ENTAP; Sean Fahey, ACS; Jon Kiser, DPA; Nicole Randol, OCE; Chad Peruba, Lawson; Andrew Swenson, DMD.

The Aug 25, 2009 IT Board Meeting was called to order at 9:34 by Mr. Rodman, Chairman.

## Minutes

Approval of the July 28, 2009 IT Board Meeting Minutes



# Information Technology Board Meeting Minutes

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Judge Young made a motion to approve the July 28, 2009 IT Board Meeting Minutes and the motion was seconded by Ms. Ruby, and carried with assenting votes by Mr. David Reynolds, Mr. Mark Renner, Judge Young, Mr. Greg Bowes and Mr. Forestal.

## **IT Board Business**

None.

## **ISA Report**

Mr. Glen Baker, CIO, presented the ISA Report. Mr. Baker stated he wanted to give an update on two major contract initiatives underway. He stated they are finalizing the four year master services agreement with AT&T for WAN services while reducing the technology that will be put in for twenty different sites, which will save us a onetime cost of \$100,000 to \$150,000. We are also working with DAI to finalize a three year extension alternative to the one year extension that was previously approved. We should be able to bring either the three year to the Board for approval or execute the one year by the September meeting.

Mr. Baker briefed the board on three projects that have yellow or red status on the ISA Report Summary this month, which are Courts HR & Payroll System, PVD Property System and the Accela Phase II. He also reported that the Municipal Wireless project was placed on hold. Mr. Baker stated that three new initiatives were added, Voter Information Portal, Boards and Commissions Application and Office 2007 Implementation. Mr. Baker also reported that File Services Consolidation, Nuisance Property Tracking System and Regional Center Design Guidelines initiatives have been completed since last Board Meeting. For July, both NG and DAI met all of their SLRs.

Judge Young stated he has requested from Mr. Baker more information on AT&T WAN contract and will be meeting with him personally to discuss options.

## **ISA Financial Report**

Mr. Aaron Hood, CFO, asked that the ISA Financial Report Stand as Submitted. The ISA Financial Report covers YTD through July, 2009. Expenses: \$44,412,773 was budgeted for 2009, \$22,235,551 was used YTD 09, which equals 50.1% used overall. Revenue: \$35,475,421 was budgeted for 2009, \$18,691,373 was used YTD 09, which accounted for 52.7% collected. The 2009 budget includes approximately \$7.6 million in prior year purchase orders which are still active and of that amount nearly \$3.9 million has been spent. ISA records revenue in the year received. This includes payments received from the 4<sup>th</sup> Qtr 2008 billings and approximately \$1.2 million from a prior year grant. There



# Information Technology Board Meeting Minutes

Leading the way in enterprise-wide technology

is also approximately \$1 million in prior year revenue that we could receive this year from a fiscal ordinance.

The Service Areas show a total of \$7,914,933 spent for YTD Jul 09 compared to \$7,885,694 for YTD Jul 08. This made for a \$29,239 variance.

## Action Items

### **Resolution 09-14 to Affirm the Appointed Members of the Enhanced Access Review Committee**

Mr. Kevin Ortell, Deputy CIO of ISA, and Ms. Barbara Thompson, Contract Manager, presented Resolution 09-14 that asks for approval from the IT Board to affirm the two appointments to the Enhanced Access Review Committee resulting from the withdrawal of Mr. Andy Swenson, Department of Metropolitan Development as the EARC Chairperson. Mr. Rick Petrecca, ISA, would fill the vacancy as the chairperson of the Committee and Ms. Nicole Randol, Office of Code Enforcement, as a member.

Ms. White made a motion to approve Resolution 09-14. The motion was seconded by Mr. Bowes, and the motion passed unanimously.

## Discussion Items

### **ISA 2010 Budget Overview**

Mr. Glen Baker and Mr. Aaron Hood presented the overview of ISA's 2010 Budget which covered the following:

- ISA Service Model
- Major Initiatives for 2009
- Major 2010 Targeted Technology Initiatives
- Annual Technology Investment Comparison
- Major Variance Explanations
- Internal Spend Reduction Goals
- ISA's Challenging Value Proposition

Grant money was discussed and Mr. Baker said that ISA will be more aggressive in seeking out grant money in the future. Help Desk calls were also briefly discussed and Mr. Baker stated ISA hopes to develop a knowledge base that will allow employees to search for solutions without having to use the help desk.



# Information Technology Board Meeting Minutes

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## **Portfolio Management**

Mr. Kevin Ortell and Ms. Amber Craig presented the Portfolio Management presentation which covered the following:

- Accomplishments - Governance, Inventory, Process
- Process Workflow
- Prioritization Criteria
- Next steps
  - Recruiting and Organizing Functional Group Members
  - Making inventory accessible via automated process by Sep 30
  - Continue building current toll and defining requirements by Dec 31
  - Continue identifying and fix problems
  - Continue to develop off-shooting processes
  - Rollout communications strategy

Communication was discussed and it was agreed that the communication process will be a high priority.

## **NG Contract Transition Update**

Mr. Kevin Ortell presented the Northrop Grumman Contract Transition presentation which covered the following:

- Contract Transition Milestones
  - Wiring Work Orders
  - Altiris Service Desk
  - Procurement
  - Operational & SLR Changes
  - Communication Plan
- What's next
  - Altiris Service Desk (phase1)
  - Marketing Blitz (started)
  - ISA & Purchasing take over Procurement
  - SLR & Operational Changes
  - Go-Live

Mr. Rodman adjourned the August 25, 2009 IT Board meeting at 10:47 a.m.



# Information Technology Board

## September 2009 ISA Report Summary

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### ISA Project Status

<b>ISA Major Business Initiatives</b>	
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	Time	Budget	Scope	Overall Status
Doc Mgmt Rollout Strategy	BI2	Complete	08/31/2009	Blue	Blue	Blue	Blue
MAC Citizen Portal Feasibility Study	BI1	Complete	08/31/2009	Blue	Blue	Blue	Blue
GIS Services RFI	BI2	Complete	09/21/2009	Blue	Blue	Blue	Blue
EBIRS Preparation for 2009 Election	BI2	Executing	10/20/2009	Green	Green	Green	Green
DRCB Document Generation System	BI2	Executing	10/21/2009	Green	Green	Green	Green
Courts HR & Payroll Phase 1	BI2	Executing	10/23/2009	Yellow (09/01)	Green	Green	Green
Hosting Svcs Analysis	BI2	Executing	10/31/2009	Green	Green	Green	Green
Boards & Commissions App	BI3	Executing	11/18/2009	Green	Green	Green	Green
MOSS 2007 – Enterprise Rollout	BI5	Executing	11/30/2009	Green	Green	Green	Green
Altiris Service Desk	BI2	Executing	12/18/2009	Green	Green	Green	Green
Voter Information Portal, (VIP)	BI1	Executing	12/31/2009	Green	Green	Green	Green
ISA/NG Transition	B12	Executing	01/01/2010	Green	Green	Green	Green
Wide Area Network Services Migration	BI2	Executing	01/31/2010	Green	Green	Green	Green
Accela (OCE, HHC, Lic)	BI2	Executing	03/31/2010	Green	Green	Green	Green
PVD Property System	BI2	Executing	04/30/2010	Yellow 11/30	Yellow	Yellow SC	Yellow
ERP Business Reqs and Solution Selection	BI2	Executing	04/30/2010	Green	Green	Green	Green
Integrated Regional Information System (IRIS)	B17	Planning	TBD	Green	Green	Green	Green
Office 2007 Implementation	BI2	Planning	9/24/2009	Green	Green	Green	Green

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



# Information Technology Board

## September 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, Office of Code Enforcement and Marion County Health and Hospital. We are currently implementing basic Accela functionality and business licensing "lite" for OCE and HHC

#### **Altiris Service Desk**

Altiris Service Desk will replace the current Siebel incident tracking tool used by ISA and NG. The Altiris tool will provide a richer toolset with additional features allowing for expanded usage and closer integration with the tools currently in use to track IT inventory and manage desktops. ISA will see a significant cost savings, increased productivity and an enhancement in our ability to provide customer service with the deployment of this product. The project will be broken into multiple phases with the first phase aimed at getting all of the NG staff using the tool.

#### **Boards & Commissions App**

The Mayor's Office and the City-County Council track membership of 111 Boards and Commissions. The tracking of that membership is done through an obsolete Microsoft Access application. This initiative will replace the Microsoft Access application with an online application developed and hosted by Local Government Online Indiana (LoGO). The new application will maintain the responsibilities of the Boards and Commissions, the membership to each, the member terms, and qualifications. There will also be administrative functionality allowing the Mayor's Office and the Council Office to maintain membership such as notices for term expirations, etc. The public will be able to search for information such as which Boards and Commissions have vacancies and what the different Boards and Commissions are responsible for.

#### **Courts HR & Payroll**

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

#### **Document Management Rollout**

FileNet has been identified as the Enterprise document management solution. We are ready to implement the new version of FileNet document management as part of the Accela project. We have also begun development of a strategy that will enable us to quickly and inexpensively rollout document management service offerings to departments and agencies that need basic or sophisticated capabilities.

#### **DRCB Document Generation System**

The Domestic Relations Counseling Bureau (DRCB) has requested a document generation system utilizing the existing DocGen framework being used in several other Courts document generation applications. The application allows Court's users to enter and submit the Court Referral Sheet information to the DRCB Director. Once the DRCB Director receives a new case, she'll assign it to one of her employees and a notification e-mail is sent to the person assigned. The employee will create a Referral Report and upload it to the system. After the document is uploaded, the system automatic sends an e-mail to the Court stating the report is ready and available for review.

#### **EBIRS Preparation for 2009 Election**

The Election Board Incident Reporting System (EBIRS) has been used for the last five elections held in Marion County. DAI has completed the conversion of EBIRS from a desktop application to a web application which includes additional functionality.

#### **Enterprise Resource Planning (ERP) – Business Requirements and Solution Selection**

The scope of this initiative is to gather detailed requirements for an ERP implementation, select an ERP Solution, select an implementation provider (Integrator), and negotiate solutions and implementation contracts.

#### **GIS Services Request for Qualification (RFQ)**

The GIS Team has long augmented its internal staff with outside resources to allow additional flexibility and to provide a wider range of expertise. The contract for these services was last competed in late 2005 and as such, a Request for Qualification (RFQ) has been released to ensure that the City/County is receiving the best value for its money.

#### **Integrated Regional Information System (IRIS)**

A centralized database to properly identify criminals and suspects that officers come into contact with. The



# Information Technology Board

## September 2009 ISA Report Summary

Leading the way in enterprise-wide technology

goal is to be able to pull data from other surrounding county policing applications in order to have a complete history background on an individual. Indianapolis Metropolitan Police Department is initiating a collaboration with 30 surrounding counties to participate in the IRIS project which is grant funded.

### **ISA/NG Transition**

ISA and Northrop Grumman are working together to identify, plan, and communicate the changes that will occur due to the contract extension that has been signed. This includes implementing Altiris Service Desk, moving IT procurement to ISA, and the changing procedures for handling maintenance agreements.

### **Hosting Services Analysis**

The initial goals are to reduce the aggregate costs, increase the efficiency, and to reduce the recovery time for hosting services. A secondary objective is to reduce the environmental impact of ISA's hosting services and increase collaboration with other public entities. The three primary areas of focus are: the z/OS (Mainframe) hosting platform, the externally hosted Infrastructure, and the current disaster recovery locations.

### **MAC Citizen Web Portal Feasibility Study**

The MAC is interested in rolling out a Citizen Web Portal for their most critical services. Currently the MAC uses Oracle Siebel CRM to log service requests. We are conducting a feasibility study to determine what it would take to rollout the Web Portal on the current Oracle Siebel CRM platform and Microsoft's CRM platform.

### **MOSS 2007 – Enterprise Rollout**

This project will migrate existing Content Management Intranet sites to the MOSS 2007 environment, convert existing SharePoint 2003 sites to MOSS 2007, and roll out SharePoint to the remaining departments and agencies.

### **Office 2007 Implementation**

This initiative will upgrade Office 2003 to Office 2007 in all City / County Agencies. Office 2007 will provide City / County employees with enhanced tools and features while keeping the enterprise current on a Microsoft supported Office Productivity package. Office 2007 has been available to early adopters for some time but we are currently planning a more aggressive roll-out that will take place department by department. Rolling out in phases will allow us to test each department's Office macros and existing applications to insure compatibility. Because Office 2007 includes a new look and feel, most notably a new menu structure, emphasis will be placed on providing training resources to users throughout the project.

### **PVD Property System**

This initiative is to implement and migrate to a new PVDNet property tax system running in a distributed computing architecture. The scope includes supporting the Tax Reconciliation initiatives and aggressive tasks to get the tax billing process back on schedule. The major stakeholders on this project are the Treasurer, Auditor, and Assessor.

### **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 a robust, scaleable infrastructure that will immediately lower costs and improve service.

### **Voter Information Portal, (VIP)**

This web-based GIS application will allow citizens to determine where to vote in an upcoming election, verify their registration status, determine their current elected officials and see sample ballots for an upcoming election. Parts of the portal will be available year-round while other parts will only be available within a certain timeframe of an election. Additionally, the portal will be used by employees to respond to citizen inquiries. This application will replace the exiting legacy Polling Place Locator application.



# Information Technology Board

## September 2009 ISA Report Summary

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### *Current Project Status, Milestones, & Issues*

#### **Accela Automation – OCE/HHC/Business Licensing 'Lite'**

- IVR – Detailed Design
- Configuration Change Signoff (CR32)
- Scheduling Inspections Signoff
- Phase II and III financial agreement reached

#### *Upcoming Milestones*

- Craft Permit Signoff – (9/30)
- Full Tidemark test conversion – (10/2)

#### *Issues*

- Time lost due to financial negotiations

#### **Altiris Service Desk**

- The implementation vendor, XCEND Group, completed implementation, configuration and creation of the Altiris help desk solution and MetriX Dashboard Designer
- Custom reports and dashboards are created
- Knowledge transfer, documentation and training complete for help desk configuration, daily reporting and MetriX dashboards
- Testing and verification of the help desk solution is complete
- Altiris/APPS interface requirements defined

#### *Upcoming Milestones*

- NG help desk up and running on Altiris Help Desk (10/01)
- MetriX custom dashboard reporting implemented (10/01)

#### **Boards & Commissions App**

- Requirements gathering completed
- SOW signed

#### *Upcoming Milestones*

- Development complete (10/26)
- UAT (11/17)

#### **Courts HR & Payroll**

- MSC final position control codes confirmed
- New MSC master employee (HR) file created
- New hire process developed/reviewed
- HR employee property tabs created

#### *Upcoming Milestones*

- Unitime parallel testing to end (10/2)
- Phase 1 Project completion (10/23)

#### **DRCB Document Generation System**

- Meetings held with customer to discuss requirements
- Database/Application design in progress
- Complete design and present to customer for approval

#### *Upcoming Milestones*

- Complete development and testing (9/18)
- Deliver for UAT (9/21)

#### **EBIRS Preparation for 2009 Election**

- Demos held for ISA and Election Board

#### *Upcoming Milestones*

- Finalization of requirements for 2009 election (9/18)
- Deliver for UAT (9/18)
- Finalized for election (10/20)

#### **Enterprise Resource Planning (ERP) – Business Requirements and Solution Selection**

- RFP for Software Vendors released
- Change Management survey complete
- Change Management focus groups & interviews are underway

#### *Upcoming Milestones*

- Draft Vendor Demonstration Scripts (09/24)
- RFP Pre-Proposal Conference (10/07)
- Software Vendor RFP response due (10/27)
- Software Vendor Finalists selected (12/08)
- RFP for Implementation Services (12/08)

#### **Hosting Services Analysis**

- Initial hosting services proposals received and evaluated for hosting services
- Assessment of existing mainframe software maintenance contracts for potential cost reductions
- Assessment of existing SunGard disaster recovery contract
- Hosting services analysis may be placed on hold due to status of State of Indiana alternative.

#### *Upcoming Milestones*

- Submit recommendation for mainframe maintenance contracts (09/30)
- Upgrade existing mainframe's operating system (z/OS-9/30/09) and transaction server software (CICS-12/31/09)



# Information Technology Board

## September 2009 ISA Report Summary

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### **MOSS 2007 – Enterprise Rollout**

- Working with Dyntek, a Microsoft partner, completed three processes that align SharePoint governance with COBIT 4.1 standards
- Prosecutor, OFM, MCSD, Auditor, IMPD and EMA SharePoint rollouts completed
- Additional collaboration training classes scheduled

#### *Upcoming Milestones*

- Phase 3 SharePoint migrations – OFM, MCSD, Auditor, IMPD (10/01)
- Phase 4 SharePoint migrations – Indy Parks, IFD, and Public Defender (10/27)
- Phase 5 SharePoint Rollouts – DMD, OCE, Mayor, Neighborhood Services, and ACC (11/06)
- Phase 6 SharePoint Rollouts – Assessor, Recorder, Surveyor, Treasurer and Cable Agency (11/12)

### **Office 2007 Implementation**

- Office 2007 has been deployed to 484 computers (early adopters); which represents 8% of the enterprise
- Piloted deployment to some sections of the Indianapolis Fire Department
- Piloted deployment to some sections of the Indianapolis Parks Department
- Human Resources Department began scheduling Office 2007 training classes

#### *Upcoming Milestones*

- Complete Planning (9/24)

#### *Issues*

- Memory must be added to some Desktops and Laptops in the enterprise

### **Property System Replacement**

- Completed 07pay08 Tax Settlement Process
- Detail requirements gathering is in process for the remaining open RFP requirements
- The 08pay09 gross assessed values have been certified by the State DLGF
- TIF Neutralization has been completed and certified by the State DLGF

#### *Upcoming Milestones*

- The 08pay09 tax bills are currently on schedule to be mailed in mid-October
- Implementation of critical functionality (11/30)
- Final Rollout of All Functionality / Project Completion (04/30)

#### *Issues*

- Competition for technical and user resources with the printing and distribution of the 08pay09 tax bills having the highest priority

### **Integrated Regional Information System (IRIS)**

#### *Upcoming Milestones*

- Define requirements (4<sup>th</sup> Qtr 2009)
- Create and distribute RFP (1<sup>st</sup> Qtr 2010)
- Select a solution (2nd Qtr 2010)

### **Wide Area Network (WAN) Services Migration**

- Received plan from AT&T to migrate current circuits to upgraded AT&T technology
- Contract and plan reviewed by Gartner Group for strategic direction and cost
- Finalized Master Agreement with AT&T

#### *Upcoming Milestones*

- Reduction of unnecessary capacity on the SONET Ring (9/31)
- Migration of all frame relay sites-on (01/31)

### **ISA/NG Transition**

- Altiris Help Desk is installed and configured
- Procurement process defined and

#### *Upcoming Milestones*

- Altiris Help Desk implementation(10/01)
- Procurement process transitioned to ISA (11/01)
- ISA Procurement Specialist position filled (11/01)

### **Voter Information Portal, (VIP)**

- Software Requirements completed
- Commenced Development

#### *Upcoming Milestones*

- Demonstrate prototype VIP (TBA)
- Deploy Application (12/31)



# Information Technology Board

## September 2009 ISA Report Summary

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### Vendor Performance

**DAI:** DAI met all of the established SLRs for the month of August. There were 260 Application Services tickets opened and 269 closed during the month.

**Northrop Grumman:** The ISA Helpdesk took 5,253 requests for assistance in August. NG completed 760 regular Install, Moves, Adds and Changes (IMACs) for the month of August. NG met all SLAs for the month of August.

### Project Keys

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

Status Key	
<b>Blue</b>	Project has been completed. This is the last time it will appear on this report.
<b>Red</b>	The project is experiencing significant delays, potential cost overruns, scope increases 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 or project replanning is needed. Projects that have gone red due to planned strategic changes, will return to yellow or green once a revised plan is completed.
<b>Yellow</b>	The project is experiencing or in jeopardy of experiencing minor delays, cost over-runs or scope challenges. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget
<b>Green</b>	Project is on time, on budget and/or on scope.
<b>Black</b>	This project has been placed on long term hold, terminated early, or retired

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



## Financial Report

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

### 2009 vs. 2008 August Year-to-Date Expenses

<i>Characters</i>	<b>Budget 2009</b>	<b>YTD Aug-09</b>	<b>% Used</b>	<b>Budget 2008</b>	<b>YTD Aug-08</b>	<b>% Used</b>
<b>TOTAL EXPENSE</b>	<b>\$44,412,773</b>	<b>\$24,428,644</b>	<b>55.0%</b>	<b>\$38,794,503</b>	<b>\$24,520,596</b>	<b>63.2%</b>
Char 1 - Personnel & Fringes	\$3,018,546	\$1,816,510	60.2%	\$2,994,806	\$1,743,938	58.2%
Char 2 - Supplies	\$30,733	\$10,405	33.9%	\$28,463	\$5,323	18.7%
Char 3 - Contractual Services	\$41,345,190	\$22,588,616	54.6%	\$35,761,234	\$22,771,335	63.7%
Char 4 - Capital & Equipment	\$18,304	\$13,113	71.6%	\$10,000	\$0	0.0%

The 2009 budget includes approximately \$7.6 million in prior year purchase orders which are still active. Of that amount, we have spent almost \$4 million in this calendar year.

### 2009 vs. 2008 August Year-to-Date Revenue

	<b>Budget 2009</b>	<b>YTD Aug-09</b>	<b>% Collected</b>	<b>Budget 2008</b>	<b>YTD Aug-08</b>	<b>% Collected</b>
<b>TOTAL REVENUE</b>	<b>\$35,475,421</b>	<b>\$20,952,508</b>	<b>59.1%</b>	<b>\$26,603,208</b>	<b>\$16,375,576</b>	<b>61.6%</b>
<b>Chargeback/Pass Through</b>						
City	\$12,607,445	\$10,853,511	86.1%	\$12,514,064	\$9,164,751	73.2%
County	\$12,143,091	\$7,844,477	64.6%	\$12,212,790	\$5,253,467	43.0%
Other (Outside Agencies)	\$240,000	\$222,634	92.8%	\$264,097	\$132,282	50.1%
<b>Telephones</b>						
City	\$824,093	\$799,470	97.0%	\$838,374	\$937,620	111.8%
County	\$545,699	\$610,559	111.9%	\$661,025	\$623,181	94.3%
Other (Outside Agencies)	\$148,993	\$238,415	160.0%	\$112,858	\$220,004	194.9%
Miscellaneous Revenue	\$8,966,100	\$383,442	4.3%	\$0	\$44,271	-

ISA records its revenue in the year in which we receive it (i.e. "cash basis"). This includes payments received from the 4<sup>th</sup> quarter 2008 billings & approx. \$1.2 million from a prior year grant. There is also approx. \$1 million in prior year revenue (fiscal ordinance) that we could receive this year.

### 2009 vs. 2008 Service Area Contract Comparison

<b>Actual Cost</b>	<b>YTD Aug-09</b>	<b>YTD Aug-08</b>	<b>Variance</b>
<b>TOTAL</b>	<b>\$8,883,628</b>	<b>\$8,862,693</b>	<b>\$20,935</b>
Service Area 1 (Data Center & Network)	\$3,537,144	\$3,540,768	-\$3,624
Service Area 2 (Help Desk & Distributed Computing)	\$1,811,304	\$1,858,392	-\$47,088
Service Area 3 (Application Development)	\$2,181,120	\$2,191,572	-\$10,452
IMAC Initiative (PC Refresh)	\$136,982	\$22,512	\$114,470
True-up Costs	\$1,217,078	\$1,249,449	-\$32,371



## RESOLUTION #09-15

### INFORMATION TECHNOLOGY BOARD

#### **Resolution to approve the contract between Information Services Agency and Environmental Systems Research Institute, (ESRI), Inc. for Software Licenses and Maintenance**

**WHEREAS**, the Information Services Agency has utilized ESRI software tools since 1992 and recognizes the continued need for ESRI software license and maintenance, and;

**WHEREAS**, ESRI, Inc. has proven it can provide necessary benefits and services for GIS users within the City/County, and;

**WHEREAS**, ISA has reviewed the supported software products and deems their continued use a necessity;

**NOW THEREFORE BE IT RESOLVED**, that the Information Technology Board approves the recommendation of the Chief Information Officer, Glen Baker, to authorize the approval of contract between Information Services Agency and ESRI, Inc. for software licenses and maintenance for eighteen months with a cost not to exceed \$169,259.99.00 for the quoted period.

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Michael W. Rodman, Chairman  
Information Technology Board

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Jennifer G. Ruby, Secretary  
Information Technology Board

September 22, 2009



# Accelerate Indy Project Update

Information Technology Board

September 22, 2009

Carol Horne, Project Mgr.

Barbara Brinson, Business Relationship Mgr.

# Accela Phase 1 Go-Live Review (Planning & IHPC)

## •Planning & IHPC

- 91 CAP-Types (of 320)
- 37,000 Cases Converted (Table Editor)
- CIIPS Research Page Replaced with ACA

## •FileNet - P8 Upgrade & Accela Interface

## •XAPO – Live!

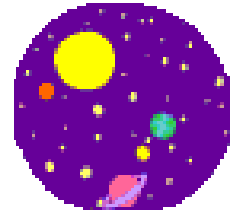
## •Infrastructure

- Servers w/capacity for Phase II
- Help Desk
- Production GIS, MAD & PVD



## Phase II – Accomplishments (OCE, HHC & Lic Lite)

- **IVR – Interface Testing & Development Begins**
- **Property Interface Performance Improvement**
- **Public Inspection Scheduling Requirements - Approved**
- **Contractor Licensing & Web License Conversion – Approved**
- **INV/VIO/VEH/RSR/HWG – Requirements Finalized**
- **Financial Agreement Reached With Accela**



## Phase II – Critical Upcoming Tasks (OCE, HHC & Lic Lite)

- **IVR – Call Tree Demo**
- **Accela Citizen's Access Configuration for Inspections**
- **Demo new INV/VIO/VEH/HWG & RSR Case Changes**
- **Full Tidemark Conversion Run**
- **Full Definition of Siebel Requirements**
- **Hire Reporting Resources to Address Major Reporting Tasks**
- **Finalize Financial Plans (Phases II and III)**

**Go-Live Scheduled for March 31, 2010**

Leading the way in Strategic Enterprise-wide Technology



# QUESTIONS?

INFORMATION SERVICES AGENCY  
200 E. Washington Street, Suite 1942  
[www.indy.gov](http://www.indy.gov)  
317-327-3100



# Security Briefing

Information Technology Board

September 22, 2009

Kevin Ortell & Phil Brummit



## Security Briefing

- Strategic Objectives
  - Enhance our security posture
  - Increase user awareness

## Security Briefing

- Initial Step: Security Risk Assessment by Microsoft
  - Status: Completed Q1 2009
  - Scope: Service components and processes that rely on Microsoft solutions
  - Areas covered:
    - Infrastructure
    - Applications
    - Operations
    - People
  - Not covered:
    - Mainframe hosted services and components
    - Network infrastructure
    - Other non-Microsoft components



## Security Briefing

- Initial Step (cont.)
  - Results
    - Overall Assessment: positive
    - Forty-six (46) recommendations presented
      - 24 High Priority
      - 21 Medium Priority
      - 01 Low Priority



## Security Briefing

- Next Steps
  - Implement appropriate technical requirements from assessment
  - Update security policies and procedures
  - Enhance user awareness/education programs
  - Conduct external vulnerability scan
  - Conduct mainframe security assessment

Leading the way in Strategic Enterprise-wide Technology



# QUESTIONS?

INFORMATION SERVICES  
AGENCY  
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Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding		Notes
						Department or chargeback	MBE/WBE	
1/16/2009	ISA	Public Pay Telephone Commission Agreement	Telephone Technologies	\$ -	\$ -	ISA	No	Commission based
3/11/2009	ISA	Project portfolio framework-improvement and cost savings opportunities	NC Enterprise	\$ 21,000.00	\$ 21,000.00	ISA	No	Chris Pichereau
3/11/2009	ISA	Ethernet Connectivity to 901 N. Post Rd	Time Warner	\$ 15,192.00	\$ 15,192.00	ISA	No	
3/31/2009	ISA	Business Analyst for Accela Project	Quest	\$ 50,000.00	\$ 50,000.00	ISA	No	Chris Horne
6/4/2009	ISA	Professional Service Agreement for Access database to hold ISA cost data	Steven Heiniger	\$4,000.00	\$4,000.00	ISA	No	
6/18/2009	ISA	Professional Service Agreement for Consultant work with Project Sponsor	Direct Path	\$15,000.00	\$15,000.00	ISA	No	Jon Kiser
6/10/2009	ISA	Professional Service Agreement for Consultant	Theoris	\$ 50,000.00	\$ 50,000.00	ISA	No	Ted Shockey
7/31/2009	ISA	Assessment and review regarding reports associated with Accela	Crowe	\$ 5,000.00	\$ 5,000.00	ISA	No	
7/13/2009	ISA	Create and maintain accessibility to public information through electronic transactions.	LoGO	\$ -	\$ -	ISA	No	Self-funded model
8/12/2009	ISA	Altiris Helpdesk Tool	Dell	\$ 70,000.00	\$ 70,000.00	ISA	No	
8/19/2009	ISA	"Healthcheck" Consultant to review application on Oracle Seibel	Oracle	\$ 10,893.00	\$ 10,893.00	ISA	No	
8/13/2009	ISA	Master Service Agreement for Project Management, Business Analyst	Quest	\$ -	\$ -	ISA	No	Future SOW
9/14/2009	ISA	Professional Service Agreement for Consultant	Theoris	\$ 49,200.00	\$ 49,200.00	ISA	No	Greg Hershberger
9/15/2009	ISA	Productivity Services including Email, File Storage	City of Southport	\$ -	\$ -	ISA	No	Interlocal
9/15/2009	ISA	Identify and assess opportunities to drive down Mainframe services	Raymond Hill	\$ 72,000.00	\$ 72,000.00	ISA	No	
	ISA					ISA		
	ISA					ISA		
	ISA					ISA		
	ISA					ISA		