



Sarpy County Information Systems
1210 Golden Gate Drive Suite 1128
Papillion, Nebraska 68046

402 . 593 . 2325
www.sarpy.com

MEMORANDUM

To: County Board
From: Mark L. Walters, Information Systems Director
Subject: March 9, 2010 Quarterly Report
Date: March 4, 2010

On March 9, 2010 during the Administration Briefing, I will be presenting the Information Systems Department Quarterly Report.

I have included the report with this memo, Please contact me if you have any questions or you need any additional details. You can contact me at 593-2325.

Information Systems Quarterly Report

Administrative Briefing
March 9, 2009 1:30 p.m.

Table of Contents

Section I

General Information	5
I.A Current Staffing	5
Information Systems Organization Chart	5
I.B Staff Changes	6
I.C Staff Anniversaries	6

Section II

Systems & Support	7
II.A Email Filter	7
II.B Website Statistics	7
II.C Technical Support	8
II.D City of Papillion Interlocal	8
II.E Sarpy / Cass Health Department Interlocal	8
II.F City of La Vista Interlocal	9
II.G City of Bellevue Interlocal	9
II.H Construction Projects	9
II.I Voice Over Internet Protocol (VOIP) Phone Planning	10
II.J Windows 7	10
II.K 2011 Budget Outlook	10

Section III

Development Projects	11
III.A STOP Program	11
III.B Civil Process	11
III.C Highway Project Cost Systems	11
III.D County Attorney Processes	11
III.E Contract Management	11
III.F Development Refresh	12
III.G Register of Deeds Electronic Document Recording (eRecording)	12

Section IV

Public Safety Systems & Support	13
IV.A LAW	13
IV.B Computer Aided Dispatch (CAD)	13
IV.C Fire	13
IV.D Emergency Management / Communications	13
IV.E Report Writing	13

Section I General Information

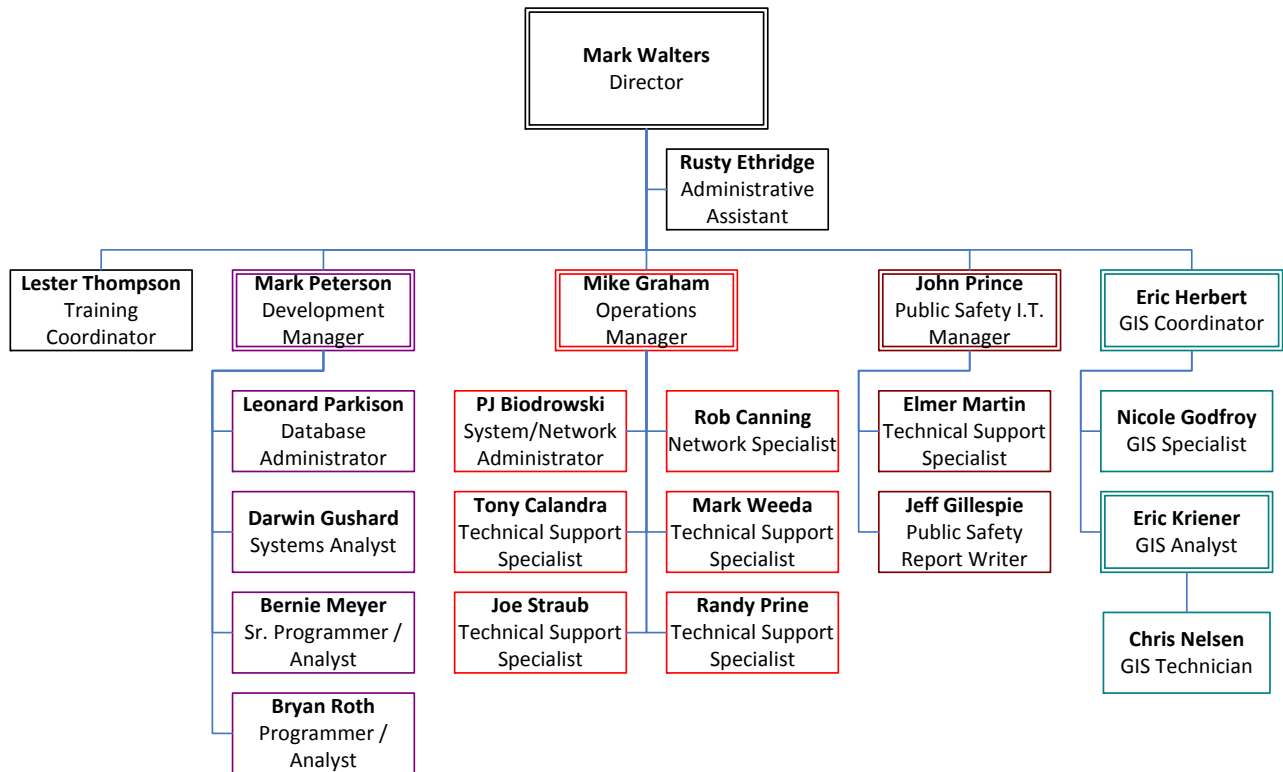
I.A Current Staffing

Information Systems presently has four (4) Divisions with 21 full time employees and 1 part time employee, the Training Coordinator (30 hours/week).

1. Development (5 employees)
2. Operations/Systems & Support (7 employees)
3. Public Safety (3 employees)
4. GIS (4 employees)

Other areas; Administration and Training. (3 employees)

Information Systems Organization Chart



I.B Staff Changes

On January 4th, 2010 one of the technical support specialists will be activated in the Nebraska Air National Guard and should return in early April, 2010. I.S. has contracted a temporary employee from an employment agency to fill this position from December 13, 2009 - April 9, 2010.

I.C Staff Anniversaries (Jan 2010 - Mar 2010)

21 Years	Mark Peterson	Development Manager	Feb	1989
13 Years	John Prince	P.S. I.T. Manager	Jan	1997
9 Years	PJ Biodrowski	System/Network Admin.	Jan	2001
7 Years	Elmer Martin	P.S. Tech Support Spec.	Mar	2003
5 Years	Eric Kriener	GIS Analyst	Jan	2005
2 Years	Bryan Roth	Programmer/Analyst	Jan	2008

Average longevity for all information technology staff is 10.58 years (as of 3/1/10).

Section II Systems & Support

II.A Email Filter

In 2004, I.S. implemented the junk email filtering software for the County email system. This software aided email users by eliminating approximately 95% of unsolicited “junk” email that users receive. Statistics show that Spam continues to increase despite industry and government attempts to reduce it. In January, 2008, I.S. re-engineered the method that Sarpy County receives emails, which has changed the way the statistics are reported. This software costs the County approximately \$6,500 a year and saves thousands of hours of employee time.

Month/Year	Total Emails	# Spam	# Good	% Spam
Feb 2008	7,336,050	7,208,502	127,548	98.3%
Nov 2008	7,276,678	7,073,682	202,996	97.2%
Mar 2009	9,307,616	9,187,206	120,410	98.7%
Sep 2009	12,308,680	12,198,660	110,020	99.1%
Nov 2009	15,332,085	15,212,381	119,704	99.2%
Feb 2010	13,043,449	12,918,624	124,825	99.0%

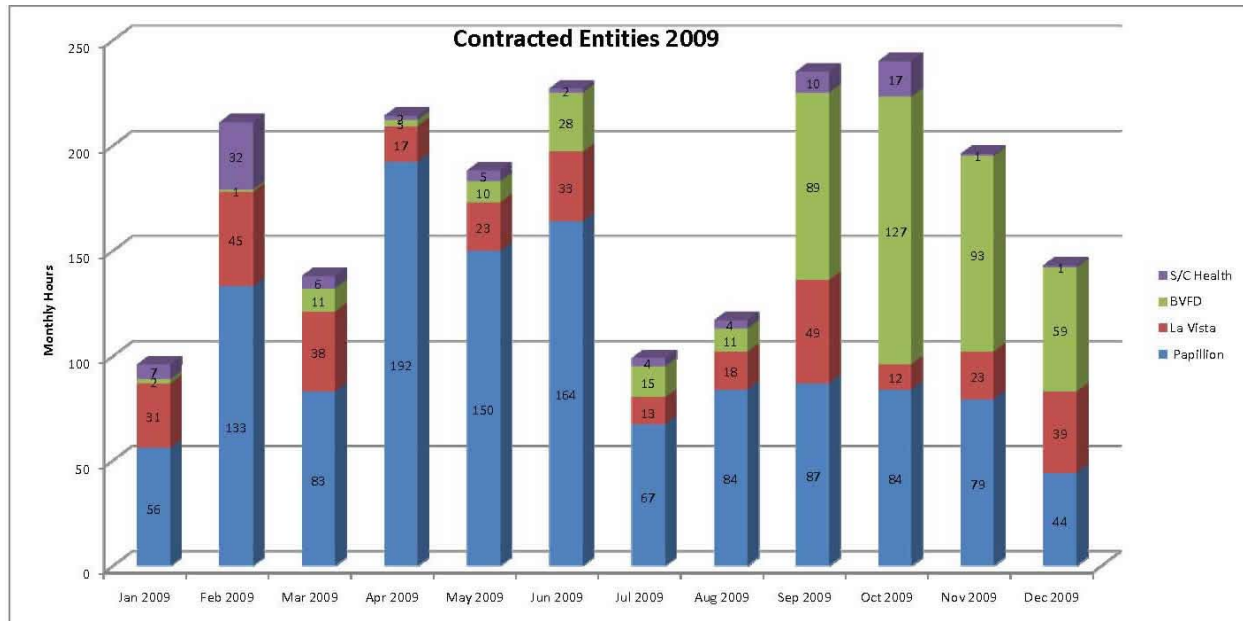
II.B Website Statistics

Property Search has always been the most popular page by far on the Sarpy County website. Below are the top ten (10) Internet Search Engine terms used to find Sarpy County (columns 1-2) and the top ten (10) search terms when on the site (columns 3-4).

Internet Keyword Search Term	Visits	Website Search Term	Total
sarpy county assessor	7,423	divorce	37
sarpy county	2,231	pet license	33
sarpy county nebraska	1,685	passport	20
sarpy county treasurer	1,115	dmv	18
sarpy county dmv	818	marriage	16
sarpy.com	791	marriage license	16
sarpy county warrants	639	sales tax	13
sarpy county courthouse	587	warrants	12
sarpy county assessor nebraska	577	learners permit	10
sarpy county ne	511	public records	10

II.C Technical Support

The Technical Support / Help Desk support staff continue to be very busy. These staff members are key to providing various help and technical guidance to all County staff. Technical Support Staff responded to 3,403 tasks for the County in 2009. This staff also provides the same support for the Health Department, City of La Vista, City of Papillion, City of Bellevue, and the programs at the Juvenile Justice Center.



II.D City of Papillion Interlocal

Sarpy County I.S. has been providing I.T. Support for the City of Papillion since January, 2003. The current annual inter-local agreement reimbursement is \$58,962 for calendar year 2010.

I.S. has provided 1,224 hours of support for 2009.

Working on replacement of Point of Sale (POS) hardware for the Golf Courses.
Demonstrated a web filter for the City.

II.E Sarpy / Cass Health Department Interlocal

I.S. has been providing Technical Support and I.T. resources for the Sarpy / Cass Health Department since October 2004. The current annual reimbursement is \$6,082 per year.

I.S. has provided 86 hours of support for 2009.

This inter-local agreement includes technical support and I.T. resources (email, website hosting, server storage, internet access).

II.F City of La Vista Interlocal

Sarpy County I.S. has been providing technical support for the City of La Vista since July 1, 2006. The current annual inter-local agreement reimbursement is \$35,000.

I.S. has provided 348 hours of support for 2009.

Working on rolling out Office 2007 upgrade, including an on-site training class for La Vista staff. Web filter recommended, purchased, configured, and implemented. This was a large project as it entails setting up various groups for web access rights.

II.G City of Bellevue Interlocal

I.S. has been providing technical support for the City of Bellevue since October 1, 2009. The current annual Interlocal agreement reimbursement is \$124,255.

I.S. has provided 466 hours of support for the City for 2009. 173 hours during the Bellevue Volunteer Fire Department interlocal (Jan-Sep 2009) and 293 hours for the City (Sep-Dec 2009).

During the last five (5) months, I.S. has completed an on site comprehensive inventory of computers for all of the City of Bellevue's departments. The City has 237 desktop/notebook computers. I.S. has made initial recommendations for replacement and memory upgrades. I.S. has also worked on infrastructure projects to provide better networking speed and reliability.

Reworked the entire backup process for the City.

Consolidated various servers.

Working on consolidating domains.

Upgrade Fleet Software.

Starting the purchase and install of approximately 70 computer replacements.

II.H Construction Projects

I.S. staff are spending and have spent a large number of hours working on various items for the Courthouse Remodel:

- Attend and participate in construction meetings

- Coordinating data wiring

- Coordinated with State to move/implement network equipment

- Setup and manage network to support VOIP phones

- Move I.T. equipment to the newly remodeled offices

- Configuring and installing network equipment and Fax converters

- Resolving temporary staff movement to provide data/phone service

I.S. is involved in the planning processes for the Sheriff Administration building.

II.I Voice Over Internet Protocol (VOIP) Phone Planning

I.S. is currently reviewing various off-campus facilities to recommend the implementation of VOIP phones. Presently, the Juvenile Justice Center (JJC) and the Highway Department facilities both have stand-alone phone systems. Both of the facilities have the communication infrastructure in place to support VOIP.

II.J Windows 7

In October 2009, Microsoft released Windows 7. Windows 7 has many productivity advantages over Windows XP and I.S. is recommending that Sarpy County move to this new operating system. The current standard, recommended by I.S., is Windows XP which was released in August 2001. As of February, 2010 I.S. is providing training for Windows 7 and is implementing Windows 7 on new/replacement computers.

II.K 2011 Budget Outlook

I.S. will be recommending some critical infrastructure equipment for Fiscal Year 2011. I have listed some of these items below.

Virtual Servers: Currently 25 Virtual Servers are running on two (2) Gateway servers that are no longer under supported (Gateway went bankrupt) and were purchased in December, 2006. I.S. always recommends that servers be replaced at three (3) years as they are critical and any failure with a server will be extremely costly to the County in lost productivity and/or service. Estimated budget amount: \$15,000.

Storage Area Network (SAN): The current SAN was put in place in December, 2006. The SAN is the disk space used for the Virtual Servers. The disk space is nearly depleted and the device needs to be expanded, replaced, or augmented with another device. Since the device is no longer manufactured it may need to be replaced. Estimated budget amount: \$30,000-\$50,000.

Tape Library: The current tape libraries used to perform tape backups is now approaching six (6) years old and the capacity of these units are not keeping up with the large amount of data needing to be backed up. Estimated budget amount: \$12,000-\$18,000.

Section III Development Projects

III.A STOP Program

I.S. is developing a on-line system for the Sheriff's Office to provide STOP classes. This system will enable the public to sign-up and pay for the appropriate class on-line. The system is scheduled to be completed in Q2 of 2010, and will contain some new technologies that will be helpful for other on-line system designs.

III.B Civil Process

I.S. is working with the Sheriff's Department and the State of Nebraska on a pilot project to provide Civil Process data and forms electronically. This data will then be imported into the JUSTICE system reducing redundant processes.

The Sarpy County responsibility on this project was completed on January 18, 2010. Once the State has completed this pilot they will begin working with other counties to automate their processes.

III.C Highway Project Cost Systems

In February, 2010, I.S. completed the Highway Project Tracking System to track and report project costs, reimbursements, and project status. The Highway Department is currently entering project data on various projects.

III.D County Attorney Processes

I.S. is working closely with the County Attorney staff and Software Unlimited, third party software vendor of Case Management System (CMS), to implement a new version of CMS. Most of the change is being driven by electronic documents, electronic evidence, and the ability distribute "discoverable" evidence.

I.S. is also working with County Attorney staff to implement a system and workflow process to request, receive, and store electronic evidence from various law enforcement agencies.

III.E Contract Management

I.S. has refreshed the technology and processes of the Contract Management System. This system is used by the Fiscal Department to track contracts, including bidding, insurance, bonds, etc. This system is in final testing and is scheduled to be completed April 5, 2010.

III.F Development Refresh

Many of the application systems written for Windows by the I.S. Development Staff has been done in Microsoft Visual Basic 6.0. In 2004, Microsoft released Visual Basic .Net development. The coding between these two versions is similar but there are some issues when upgrading old code to the new development environment.

In the near future, Visual Basic 6.0 code will not be able to execute (run) on newer desktop Operating Systems. I.S. will need to Refresh the old code to operate in the newer .Net environment.

I.S. has been developing all new applications in the .Net environment since 2006.

III.G Register of Deeds Electronic Document Recording (eRecording)

I.S. has worked with the Register of Deeds (R.O.D.) and a third party vendor, Simplifile, to implement a process to allow the R.O.D. to accept electronic documents. This new process required enhancements to the current system and some additional equipment, label printers, to implement.

Section IV

Public Safety Systems & Support

IV.A LAW

Public Safety I.T. staff are continuing day to day support as needed. Continuing to work with the Sheriff's Office on Jail data conversion for their new software system. Implemented electronic documents into LRMS (Law Records Management System).

IV.B Computer Aided Dispatch (CAD)

Installed CAD and AWW (Status Monitor) at the JJC to monitor staff performing CARE checks.

Mobile Data Computer (MDC) software was updated on March 2, 2010.

IV.C Fire

Working with BVFD to define and implement hardware to support their recent ZollData software purchase. This is a large project that requires implementing servers, communications, and processes. Results/success of this project will impact other agencies future direction.

IV.D Emergency Management / Communications

Testing and training on PSAP Wireless connectivity project. Project went live in various Douglas County applications in February 2010, Sarpy County will utilize this in April 2010.

Aiding in the implementation of the 911 Recording System replacement.

IV.E Report Writing

With the hiring of Jeff Gillespie (Report Writer) there have been many reports designed and distributed. Jeff is currently working on ad-hoc reports as requested and also converting many reports from Crystal Reports to Microsoft Report Writing Services. Microsoft Report Writing Services allows users to request reports from a web page.

Jeff receives approximately 15-20 report requests per week that need to be created or modified. An example of a typical report is on the next page.

Typical Report

