

Green Lake County
County Board Annual Report
2007
Information Technology Department

Submitted to the Honorable Chairman and Board of Supervisors for Green Lake County

Advances and savings in Green Lake County's computing infrastructure and operations during 2007:

1. Over 800 helpdesk tickets handled by the department during the year.
2. Ongoing replacement of commercial software packages with free open-source alternatives to save future dollars.
3. Performed numerous on-going software upgrades and patches to improve the efficiency and security of County workers and their response to the public.
4. Managed the researching, bidding, and purchasing of all IT-related materials for the County.
5. Continue to operate with just two staff positions to meet the continually expanding IT demands of the County.
6. Reduced cost per PC and utility power usage by continuing to migrate users onto low-cost terminals with lower power requirements.
7. Cut 2008 IT budget by request of the Finance Committee.
8. Continued to update and maintain the County's data backup system.
9. Expanded the use of our Citrix system to include more desktops and more published applications. More than half of the County workforce relies on this system.
10. Moved Dispatch center of operations to new location during remodeling. Took advantage of the remodel to reorganize permanent dispatch area.
11. Continued to expand the information available at the County's public web site along with working towards the new website redesign to be available during 2008.
12. Handled the task of making sure all systems worked with the new daylight savings time changes made in 2007.
13. Continued to improve power backup, cooling, and monitoring at key infrastructure points throughout the County.
14. Upgraded voice recording hardware used by Sheriff Office.
15. Installed new software for the dispatcher's connection to the State's Dept. of Justice TIME center.
16. Installed and migrated the main RMS server for Health and Human Services over to a new system.
17. Continued to evaluate, consolidate, and update the County's software licensing agreements.
18. Upgraded all of the County's systems to a new antivirus software solution.

19. Extended Highway's fuel tank monitoring software to check new tanks added to their remote Manchester shop.
20. Continued to inventory and tag all new County IT equipment.
21. Expanded use of virtual machine emulation for quick prototyping and production testing for the department along with continued server consolidation to virtual machines.
22. Upgraded all GIS office software packages and hardware.
23. Upgraded Treasurer's office main software applications multiple times.
24. Upgrade software packages used by Human Services agencies.
25. Met Aging and Disability Resource Center computing needs and support for more additional and remote employees.
26. Upgrade software packages used by UWEX.
27. Upgraded multiple software packages used in Land Conservation office.
28. Implemented the County's wireless 911 mapping and dispatching solution.
29. Upgraded the main application used by all Law Enforcement employees Countywide.
30. Upgraded multiple software packages used by University of Wisconsin Extension department.
31. Upgraded the payroll software used by Fox River Industries.
32. Worked with multiple departments throughout the year handling their people and space reorganizations and remodeling projects.
33. Moved IT department's call tracking software over to a new server and updated version of software.
34. Completed upgrades of Deputy's MDC's and software.
35. Upgraded County's Health and Human Services network connection to newer and faster service.
36. Upgraded Health and Human Service's internal server network to higher speed backbone.
37. Upgraded the main application used by the Register of Deeds department.
38. Managed all computing accounts for new and exiting County employees.
39. Migrated all internal e-mail accounts to a new server with expanded storage space per user.
40. Had an outside security agency successfully verify and audit all of our external Internet facing systems.
41. Installed new commissary software for the Jail.
42. IT staff continued to keep their skills current by attending training classes and conferences on various technologies throughout the year.
43. Providing and managing more equipment for checkout by any County personnel to keep costs down by promoting the sharing of resources.
44. Continued to maintain and assist with expanding the use of the video conferencing systems available to all County departments.
45. Sold off retired and obsolete computer hardware.
46. Maintained and extended the life of all printers used throughout the County.
47. Setup special wireless access for the UWEX department at the fairgrounds to help them work more efficiently while running and setting up the Green Lake County Fair.
48. Upgraded and monitored key UPS power protecting hardware at all sites.
49. Installed and supported Social Worker file scanning system back to the State's ewisacwis.
50. Upgraded HoD software used by both the Child Support and Economic Support agencies.

51. Handled multiple IT needs and purchases for other departments which they either did not plan for or an outside agency mandated new IT needs upon them.
52. Upgrades to the County financial system used for all purchasing, inventory, and budgeting needs.
53. Installed and configured multiple new desktop PCs over the course of the year.
54. Upgraded and maintain Highway's main RMS software.

Respectfully submitted,

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Green Lake County
Information Technology Director