

**Green Lake County  
County Board Annual Report  
2008  
Information Technology Department**

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

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**Advances and savings in Green Lake County's computing infrastructure and operations during 2008:**

1. Released the new County website.
2. Upgrades to the County financial system used for all purchasing, inventory, and budgeting needs.
3. Employee web portal made available.
4. Installed new software/hardware for electronic ticketing for deputies.
5. Ongoing replacement of commercial software packages with free open-source alternatives to save future dollars.
6. Performed numerous on-going software upgrades and patches to improve the efficiency and security of County workers and their response to the public.
7. Managed the researching, bidding, and purchasing of all IT-related materials for the County.
8. Continue to operate with just two staff positions while meeting the expanding IT demands of the County.
9. Continued to update and maintain the County's data backup system.
10. Continued to improve power backup, cooling, and monitoring at key infrastructure points throughout the County.
11. Handled over 500 helpdesk tickets from employees.
12. Continued protecting all PCs with on-site security patching services and anti-virus protection.
13. Managed all computing account setup and changes for new and exiting County employees.
14. Continued up-keep of all existing networking and conferencing equipment.

15. Many desktop PC hardware upgrades to improve employee's efficiency and stability.
16. Upgraded the backup system's infrastructure.
17. Completed work and planning to meet the IT needs of all departments for 2009 budget with zero percent increase as directed by the Finance Committee.
18. Maintained and extended the life of all printers used throughout the County.
19. Installed new system for Circuit Court electronic receipting.
20. Continued maintaining UPS power protection hardware at all sites.
21. Continue to work on all aspects of the new building construction and planning.
22. New Dispatch computing hardware installed.
23. Upgraded Fox River Industries financial software.
24. Made Outlook available to employees from outside our network via computer or smart phones.
25. Setup e-mail archiving system.
26. Increased Internet bandwidth at no cost.
27. Setup Maintenance department with PC and accounts.
28. Placed previous year images for Register of Deed's documents into their software.
29. Upgraded software for the dispatcher's connection to the State's Dept. of Justice.
30. Continued to inventory and tag all new County IT equipment.
31. Expanded use of virtual machine emulation for quick prototyping and production testing for the department along with continued server consolidation to virtual machines.
32. Upgraded Treasurer's office main software applications multiple times.
33. Upgrade software packages used by Human Services agencies.
34. Met Aging and Disability Resource Center computing needs and support for more additional and remote employees.
35. Upgraded multiple software packages used in Land Conservation office.
36. Upgraded the main application used by all Law Enforcement employees Countywide.
37. Upgraded multiple software packages used by University of Wisconsin Extension department.
38. Upgraded the payroll software used by Fox River Industries.
39. Worked with multiple departments throughout the year handling their people and space reorganizations and remodeling projects.
40. Completed upgrades of Deputy's MDC's and software.

41. Upgraded the main application used by the Register of Deeds department.
42. Managed all computing accounts for new and exiting County employees.
43. IT staff continued to keep their skills current by attending training classes and conferences on various technologies throughout the year.
44. Providing and managing more equipment for checkout by any County personnel to keep costs down by promoting the sharing of resources.
45. Continued to maintain and assist with the use of the video conferencing systems available to all County departments.
46. 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.
47. Installed and supported Social Worker remote access back to the State's ewisacwis system.
48. 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.
49. Installed and configured multiple new desktop PCs over the course of the year.
50. Upgraded and maintain Highway's main RMS software.

Respectfully submitted,

William R. Hutchison  
Green Lake County  
Information Technology Director