



TECHNOLOGY RESOURCES

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TO: THE HONORABLE OZAUKEE COUNTY BOARD OF SUPERVISORS

As stated in our mission statement, the Technology Resources Department provides information systems, resources, and supports Ozaukee County departments, County residents, local municipalities, and businesses in their technological needs.

One of the major projects we accomplished in 2006 was two upgrades to the Sheriff's Department CAD (computer aided dispatch) system. This process was a coordinated effort between the Sheriff's Department, Mequon Police Department and the Technology Resources Department. The first upgrade was the installation of a new state interface, ISIS (Integrated State Interface Service). In order for the county to be compliant with new state encryption regulations, this interface needed to be installed. This was also a pre-requisite to the 2nd upgrade, the migration from CAD V to CAD VI. A new CAD server was installed to act as a gateway between the CAD dispatching software and the mobile computers in the squad cars. Also, as a result of these 2 upgrades, a new report writer module called QREP, had to be installed, tested and implemented along with training sheriff's department staff.

A secure wireless application for the dispensing of medications by the nursing staff at Lasata Care Center was designed and installed. Access points were installed at various points in the resident areas of the building. Laptop computers were purchased and placed on the medication carts that maneuver the hallways as patients are provided scheduled medications. The nursing staff use the laptop to access the resident's medication record. A notation is made on the record indicating the administration or refusal of the medication item by the resident. A centralized server receives the information from the laptop to update the medication record. Previously, paper copies were logged and retained. Retrieval and review of paper records was limited to their storage area. The new application allows nursing staff to view information from any laptop in the network if they have the proper authority. The medication dispensing module is part of the base resident information which is established when a resident is admitted and is updated on a continual basis.

Programming changes were performed to the Lasata Care Center patient billing and accounts receivable system to allow for the processing of Medicare D claims. Adjustments were made to programs integrating the data to Great Plains as well as account receivable posting to client records. In addition, remittance processing was modified to allow for claims and reimbursement to be electronically matched and posted to their respective accounts.

Planning, Resources and Land Management requested assistance in producing letters and reports from the Carmody data base. Our programmer assisted in the retrieval of information and creation of letters which were mailed to clients. Our programmer is working with Planning, Resources and Land Management staff in the creation of a data base that will be used in lieu of the current application. This process will continue in 2007.

An investigation continued in 2007 between the County Treasurer and Technology Resources trying to find a replacement software package to replace the in-house developed application used to process assessment and taxation information. Several software packages have been demonstrated to staff at the Administration Center and staff visited Columbia County to see how their application functioned. They had a consultant custom create a system specific to their needs. We anticipate that in 2007 we will be selecting a package and begin the conversion to the new software.

Investigation and planning continued for a disaster recovery solution for the entire county network. Interviews and demonstrations of several different platforms and solutions were reviewed during the summer and fall of 2006. Any acquired solution will need to handle multiple environments of county, state and municipal applications that use Ozaukee County as their network infrastructure. I anticipate that we will be implementing a solution during the 2007.

Other accomplishments in 2006 included the installation of 54 desktop and 6 laptop computers. The majority of these computers were replacements for existing units that had been in service 4 or more years. These used computers were sanitized and either redeployed, stored for resale or disposed of through the Ozaukee County Volunteer Center recycling program. We sold 59 personal computers to local municipalities, employees, county board members and non profit agencies in 2006. Staff from Technology Resources logged over 100 hours of time installing and supporting the technology needs of the local municipality. Those hours were billed to local municipalities and revenues reflected in our department accounts.

I would like to thank the County Board of Supervisors, County Administrator and the user departments for their cooperation and support in 2006.

Respectfully submitted,

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Technology Resources Director



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COMMUNICATIONS DIVISION

The communications division of Ozaukee County Technical Resources is responsible for the maintenance, repair and augmentation of the county's telecommunications systems.

In 2006 this department began the implementation of several new projects that are scheduled for completion in 2007.

- EDACS System Renewal Project
- 802.16 Wireless Project (Golf course connectivity to county network)
- Wireless 911 upgrade
- Mobile data

The EDACS renewal project, a.k.a. radio system backbone upgrade, saw the placement of new shelters and the associated grounding work accomplished by year end. Orders for backbone equipment were placed with delivery to the tower sites completed in February of 2007. Installation and testing of the equipment will take place with the assistance of staff from General Communications Inc. who are the local representatives for the equipment vendor M/A COM, Inc. from Lynchburg Virginia. The overall project management is being provided by Communications International, Inc. from Vero Beach Florida. The expectation is for the system to be operational by summer of 2007.

The wireless data project (802.16) has received all preliminary approvals for the use of the proposed towers and other planning and engineering functions had been completed. There are still some path studies that need to be performed which are scheduled for completion during February and March of 2007. It is believed that the infrastructure should be in place and operational by summer of 2007. This will allow both county golf course facilities to utilize the county network functions. Once deployment to the golf courses is completed, opportunities will be investigated to connect local government municipalities using the county provided WAN (wide area network) to this new platform.

The wireless 911 upgrade reached several milestones. First the grant application was completed and submitted by the Land Information and County Administrators office with information provided by radio services. The grant award to date is approximately \$489,000.00. A contractual agreement with Plant/CML through Milwaukee 2-Way was entered for the acquisition of equipment. This equipment was received in February 2007 with installation and training to be completed in March 2007. Extensive testing of this environment will be conducted by the Sheriff's Department Dispatch prior to the go live later in 2007.

Mobile Data project is an ongoing upgrade. We are now operating on version 4 of MDB (mobile data browser) which allows for accessing the in-house databases from the mobiles computers in the law enforcement vehicles. The radio IP server's hardware and software were upgraded as

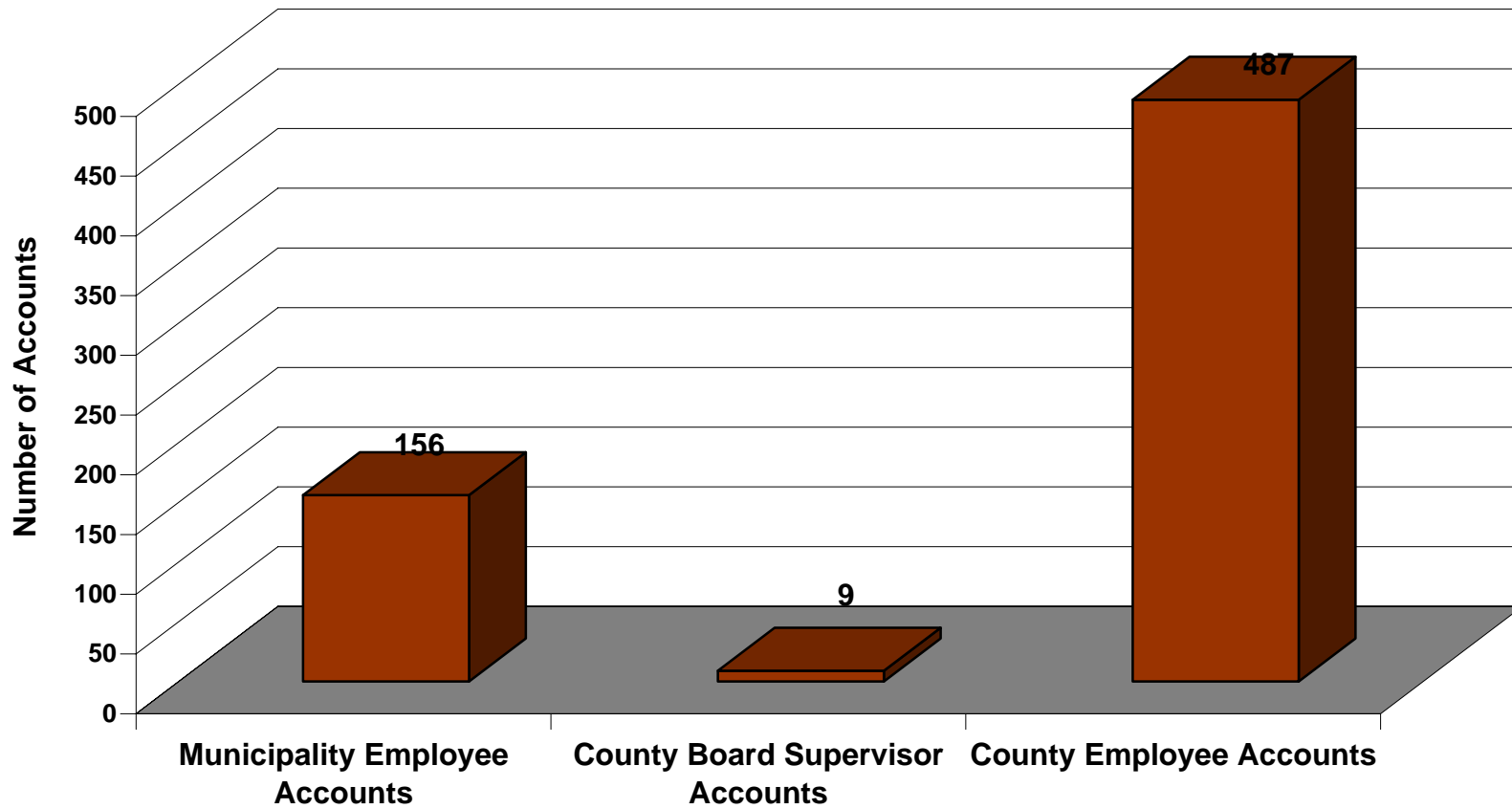
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part of this project and a new message switch was installed. All of this works together to provide efficient and effective transferal of data to the officers in the field as well as giving the dispatch and administrative staff access to functionality previously unavailable.

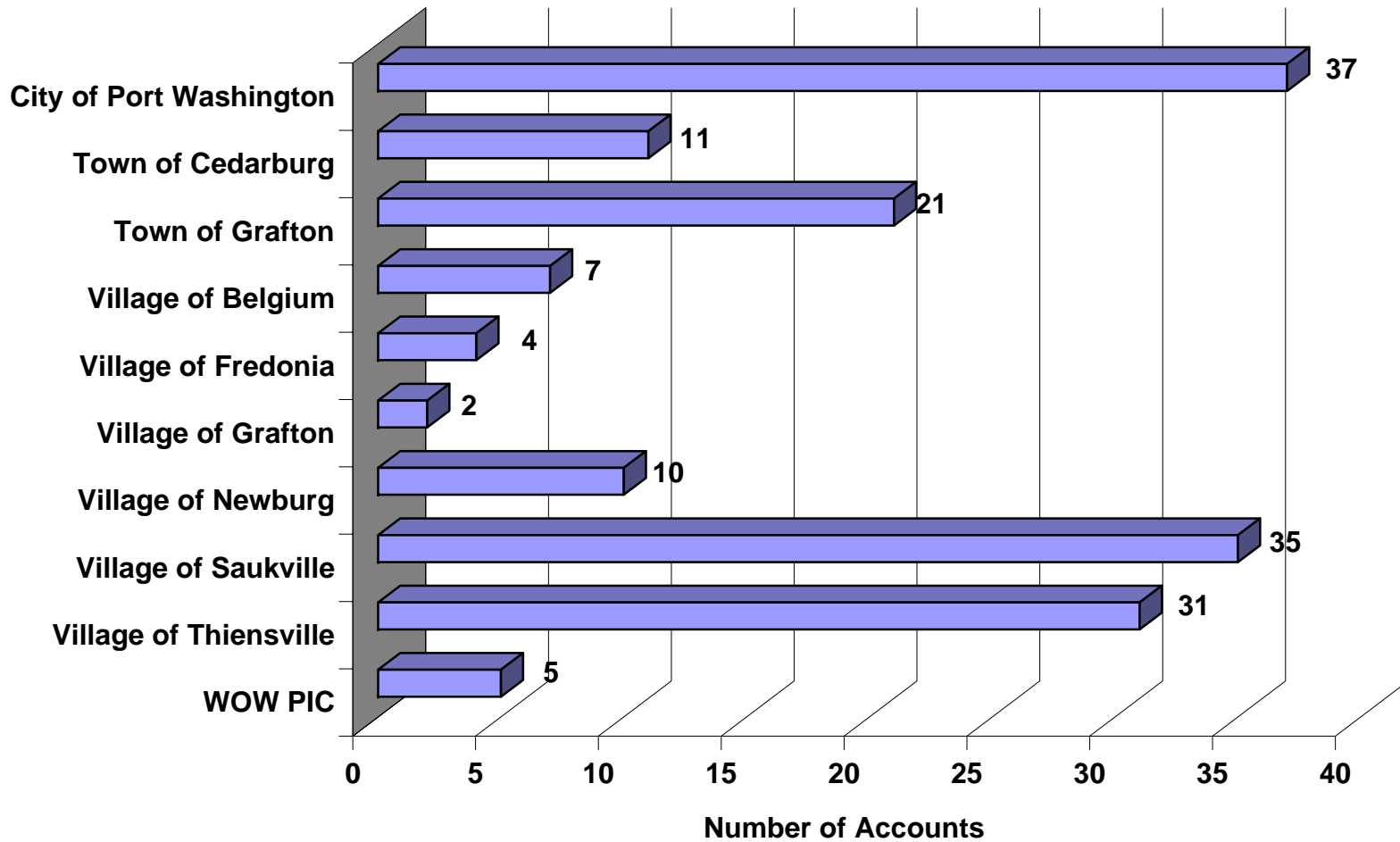
Other projects of note:

- Successful implementation of a camera and microphone system for creation of recordings in the detective bureau's interview rooms.
- Upgrade two of the six dispatch consoles to Windows XP operating system and new hardware.
- Deployment of an interoperability link with Sheboygan County was completed and successfully tested.

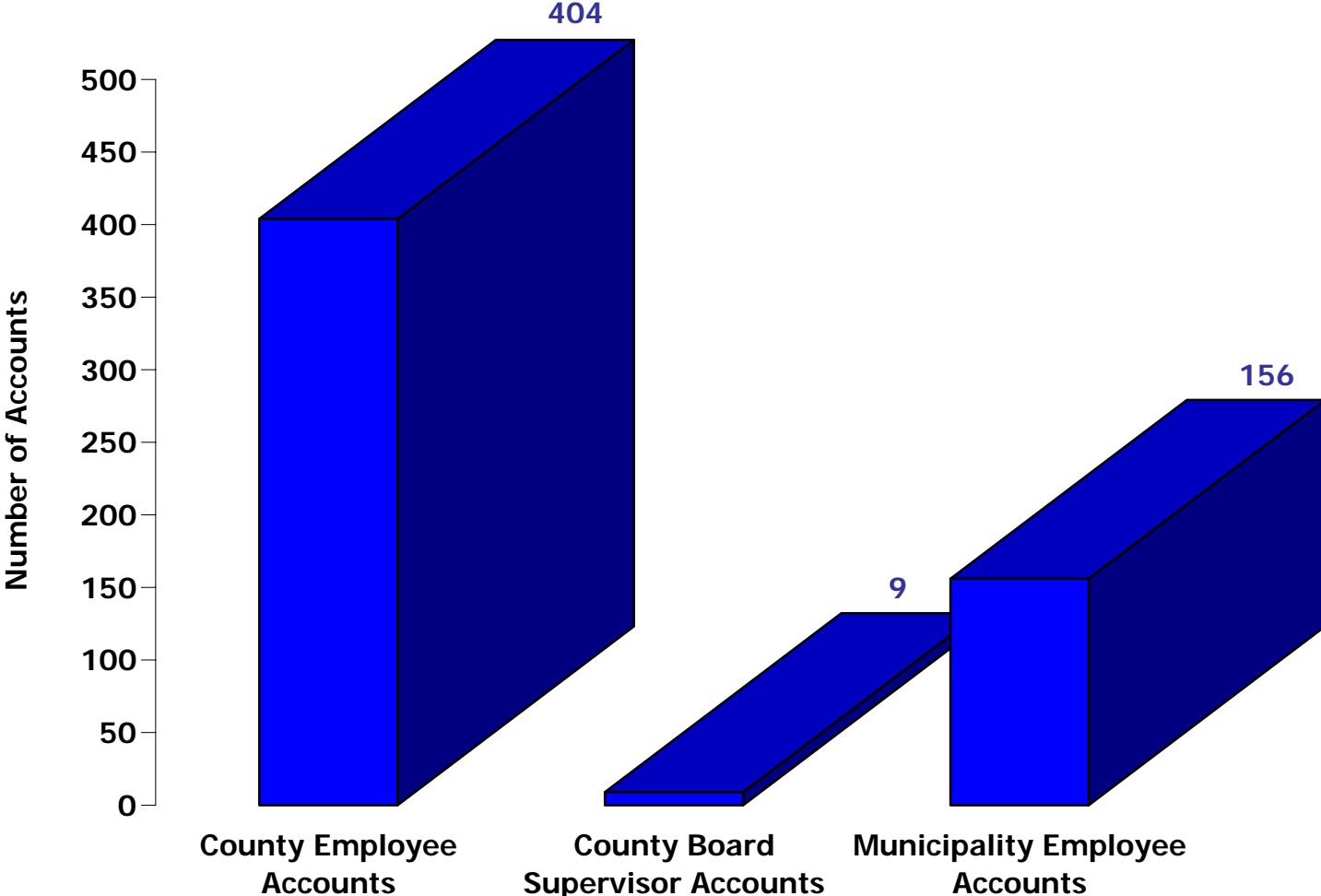
Ozaukee County Network Accounts



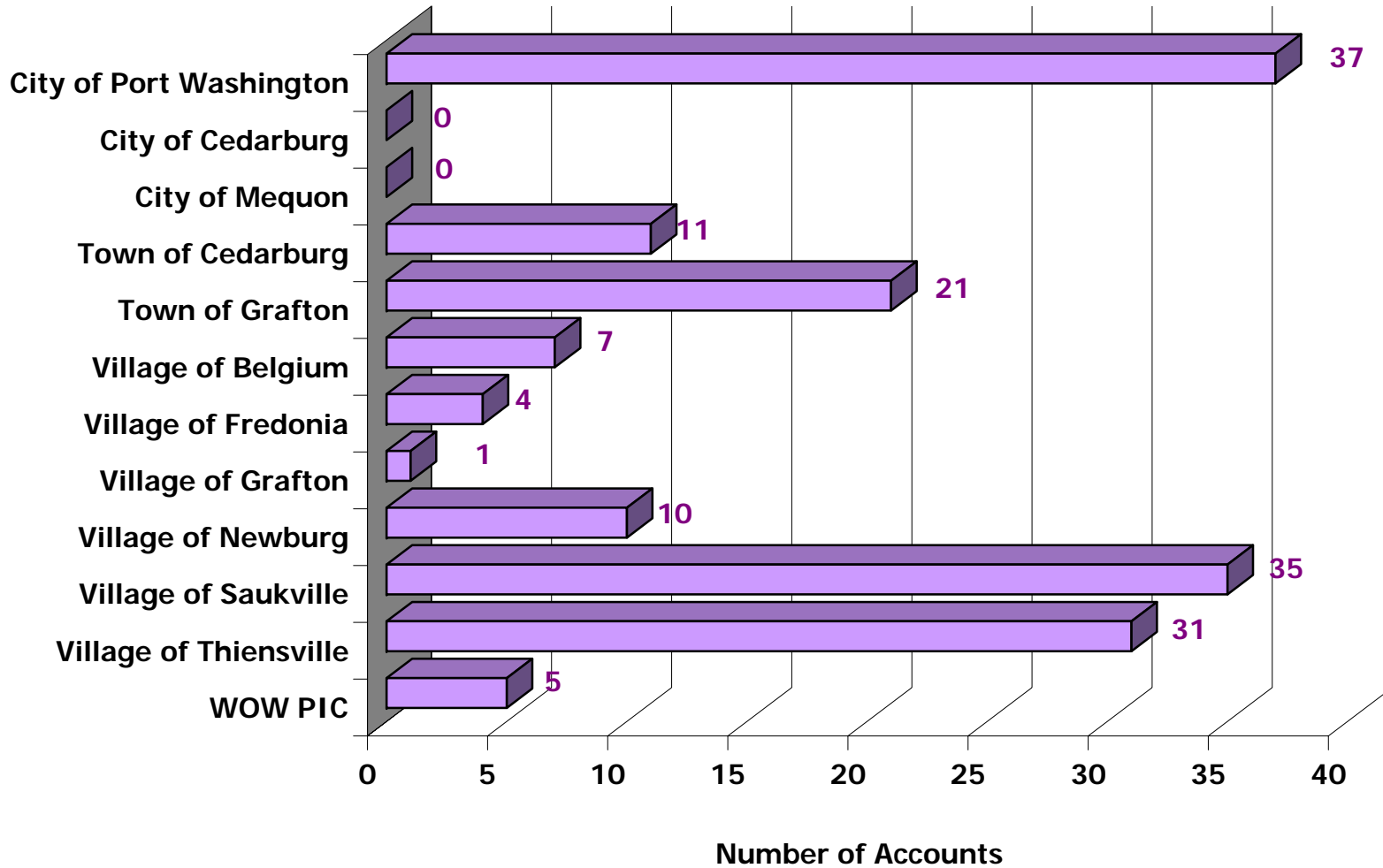
Network Accounts by Municipality



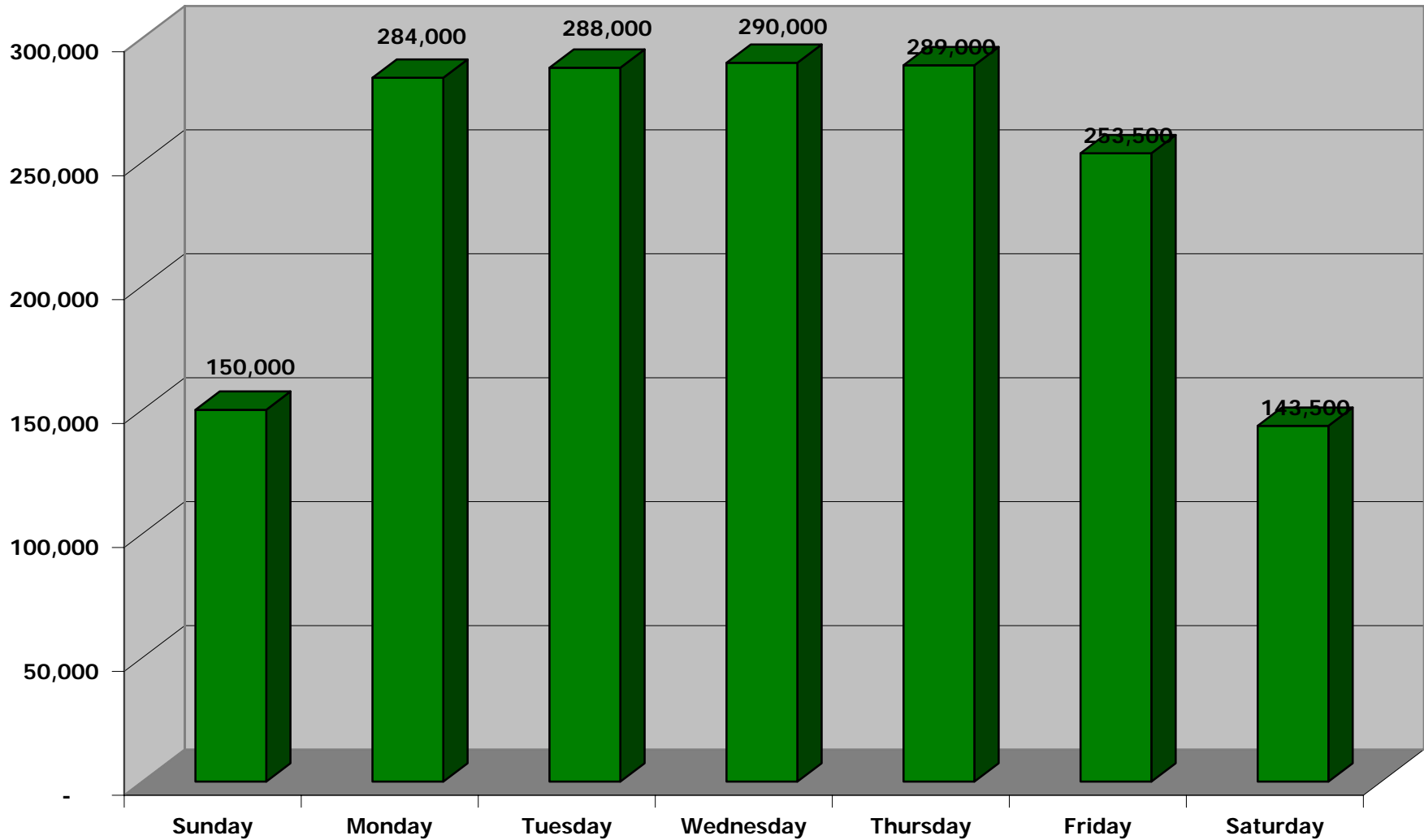
Ozaukee County Email Accounts



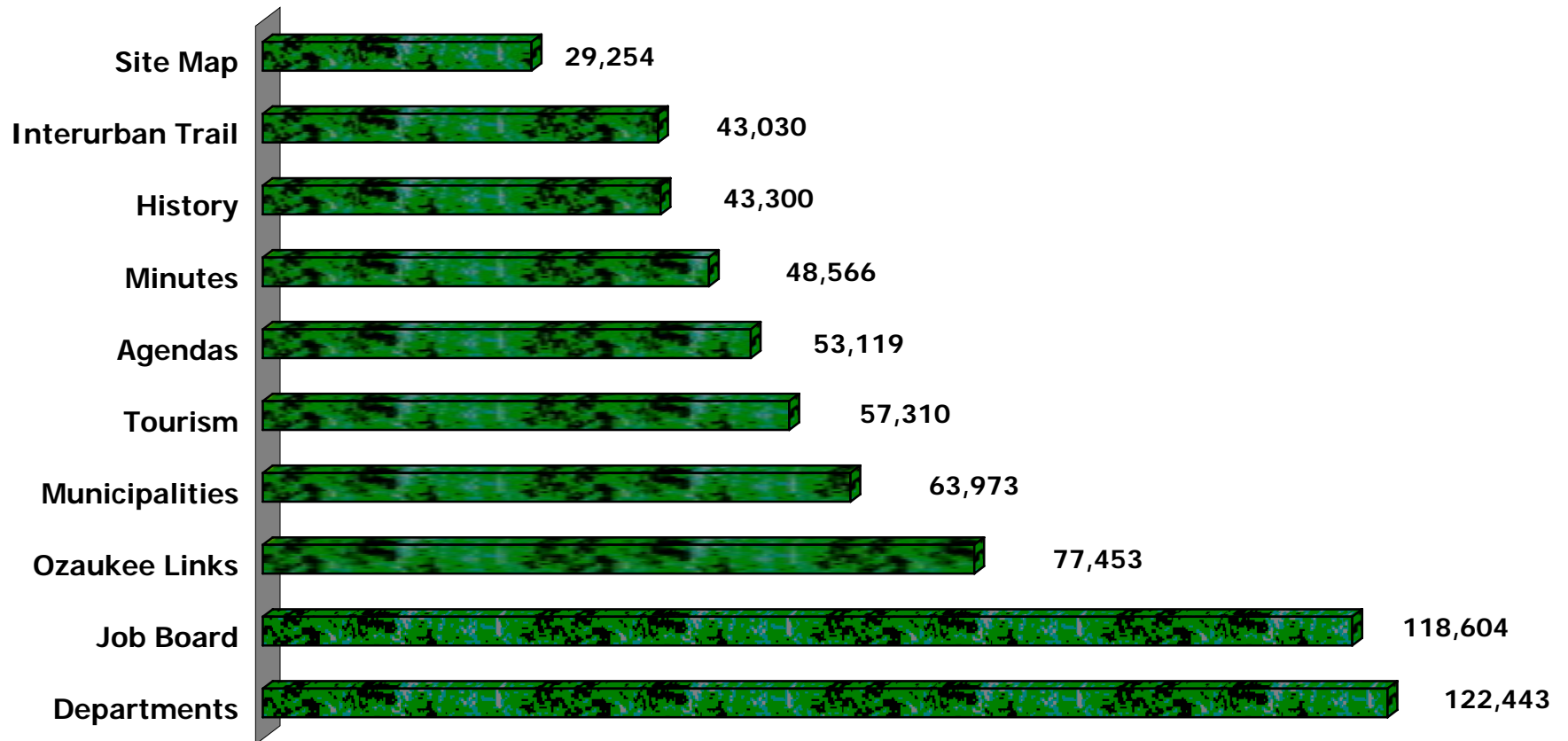
Email Accounts by Municipality



2006 E-mail Processed - By Day of the Week



Top Ten Ozaukee Links Accessed from www.co.ozaukee.wi.us During 2006



Department Web Sites Accessed During 2006

