



## 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.

We began 2007 with investigations continuing for a replacement software package for the assessment/taxation program used in the Treasurer's office and for a replacement package for the contracted software package (Carmody) used in Planning Resources and Land Information. The County Treasurer and Technology Resources staff worked together in viewing and evaluating packages currently in use or being developed by other counties in the State. The package that appeared to be the best solution was a version of a customized program developed for Columbia County. At the time of our investigation, Columbia County did not wish to market their package. The developer did have a version of the Columbia County program that he was planning on marketing. Numerous meetings and discussions resulted in a contract being signed mid year. Work began with county staff and the vendor comparing database elements between our current system and the new table structures. A timeline was developed with migration of the information to happen in January 2008 which would be the beginning of the assessment cycle for 2008. While this process was taking place the Planning, Resources and Land Management office was discussing acquiring a module of the software from the same vendor that would handle permit/pumping tracking using the property information base tables. A meeting was held in September with the local assessors to work with the electronic transfer of changes to property valuations from the assessor's application program into the new assessment/taxation program. Unfortunately in October, the county received a notice that the software vendor for the new assessment/taxation program was filing bankruptcy proceedings. As a result, the county is attempting to find another comparable solution. Our goal in 2008 is to acquire a replacement solution for assessment/taxation and sanitation current applications.

Another software application that continued to expand was the medical records application at Lasata Care Center. In 2006, a secure wireless network and laptops were purchased and installed as part of the automating medication distribution to the residents. Additional access points were installed at the facility to expand the use of the equipment to more areas of the building. A programmed module from the same software vendor was purchased for use in resident billing and accounts receivable processing. That module was tested during the last quarter of 2007 with go live in January 2008. This replaced an in-house developed program that had been modified

over a number of years. Still another program module is going to be added which will allow the nursing staff to do resident charting through the wireless network.

Technology Resources assisted the Finance Department in migrating to a new version of Great Plains software. New servers were acquired and installed for loading the new software and setting up licensing and configuring the department accounts. Current integrations of information from outside sources were modified to work with the new equipment. Go live is expected in the first half of 2008.

Some in house training classes were conducted including Microsoft FrontPage and Windows XP (Computers 101). Individual training (one on one) is available to county staff and local municipal employees. Local municipalities pay for any courseware purchased by the county at cost. Staff performed technical support on a technician and network administration level for local municipalities. Time is billed back to the respective agency on a monthly basis. Personal computers and software have been purchased through the county setup and billed back to the requestor.

We have started installation of Microsoft Office Professional 2007. The first installation was in the Department of Administration. Our current agreement with Microsoft allows us to migrate to the new version on our timeline. The remaining departments will be updated during 2008.

A new version of software was installed on the County wide telephone system. Maintenance of the telephone system was transferred mid year from Mitel Telephone Systems to Enterprise Systems Group located in Little Chute. Enterprise Systems Group now handles all software installs, telephone network maintenance and all voicemail system support. Prior to installation of the software upgrade, schedules were coordinated between Technology Resources, Radio Services, Law Enforcement and Lasata Care Center to minimize interruption of services while the updated software was put online. An upgrade to the voicemail system will be executed in 2008.

The Radio Services staff had several large projects continue in 2007. They deal with communication infrastructure issues for radio communications, paging etc. The county radio system backbone upgrade project was put in operation during 2007. This included the replacement of radio shelters at each tower site. New generators and air conditioners were installed, tested and put in operation. New radio system backbone equipment was installed at the tower sites, had functional tests performed and coverage area tests completed. Engineering staff from Tyco/M/A Communication Systems from Virginia, project management from Communications International Inc. of Florida and technicians from General Communications, Inc. were here during the various phases of the setup, installation, performance testing and deployment of all the new equipment during the project. Final cutover occurred on December 7<sup>th</sup>. Disposal of the old shelters and of radio backbone equipment will be completed in early 2008.

Another project that began in 2006 and continued in 2007 was the Wireless 911 (E911) Upgrade. This project brought together Sheriff Department, Technology Resources, Land Information, local law enforcement officials and communications vendors in determining how the County would handle receipt and dispatching of all wireless calls received through the wireless providers covering Ozaukee County. Changes were made to County dispatching systems to accommodate identifying the location of the incident and dispatching of law enforcement agency. As part of the

project mapping information from the Land Information/Register of Deeds office was converted and imported into Sheriff Dispatch CAD system. Each cellular telephone provider with a presence in the county performed coverage testing as part of the setup process.

Radio Services began the process of installing wireless communications to Hawthorne Hills and Meekwon golf courses to enable the ability for staff to link to the county server network. This project will eliminate slower and more costly land line (dialup) communications currently being used. Once this project is completed, this platform will be expanded to communicate with some of the wide area network users who are county agencies and local municipalities. This process would eliminate monthly charges currently being incurred. Again, this project is continuing in 2008.

Finally, all staff members performed support roles for personal computer networks, radio system communications, paging systems, cellular telephones and other forms of information exchange used within the County departments and local units of government. As technologies change we adjust our platforms to integrate the changes and offer these changes countywide.

I appreciate the cooperation and support of the County Board of Supervisors, County Administrator and the County departments we serve.

Respectfully submitted,

John J. Buhler  
Technology Resources Director