TECHNOLOGY RESOURCES

John J. Buhler, Director
Louise E. Lusty, Assistant Director
Email: techresources@co.ozaukee.wi.us
www.co.ozaukee.wi.us

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.

The year 2008 began with the change of Office on Aging to the Aging Disability Resource Center (ADRC) and the expansion of their offices and staff. Changes were made in their computer equipment and software packages. An '800' telephone service was installed to allow family members of clients to communicate with their parent's case worker without incurring long distance telephone expenses. At the same time this was happening, plans were created and implemented to relocate over 40 staff members in Human Services on the third and fourth floors in the Administration Center. The purpose of this move was to group staff participating in the family care program and working with ADRC together on the same floor. This process included relocating all computing and printing equipment as well as telephones. By the end of the first quarter this mission had been completed. Another project which was a by product of the family care program was the arrival of Community Care workers who are using space in the basement of the Historic Building. Wiring was installed to allow for telephone and data communications for approximately a dozen workers in that area.

Another project that was completed during the first quarter was the installation of new servers for the planned upgrade of the Great Plains Financial Services application. Technology Resources staff worked closely with the Finance Department during the planning, testing and implementation processes. Training classes were conducted by Finance Department staff for user groups by functional area such as billing and accounts receivable, accounts payable, etc. This resulted in the smooth migration to the new software with very minimal downtime for the users of the application.

Development began on a new application for Planning Resources and Land Management (PRLM) to better track the compliance requirements of Private Onsite Waste Treatment System (POWTS) clients. Previously, the record management services were contracted with Carmody Data Systems of Deforest Wisconsin. Staff members from the PRLM Department and Technology Resources created various data bases and processes to allow the pumping service providers to record their transactions electronically over the web. An export of test data through February 2008 from the contracted service provider was imported and converted to allow for

testing of the new application. One final export by the contracted service provider with all data through 2008 is expected to be received in early 2009. The new application began actual operations in February 2009.

Optical imaging expanded with the installation of scanners in Public Health Department and Human Services. Previously, Human Services scanning of closed case files had been performed through the County Clerk's office. That responsibility has now been transferred up to Human Services. In addition, Public Health Department received a scanner to allow them to digitize immunization authorization records to facilitate better storage and retrieval of information. On-site training was provided to each technician during the installation phase.

Microsoft Office 2007 software installation began during the year. This version offered additional functions when used with the new version of Great Plains. To help bridge the changes from Office 2003 to Office 2007, classes were offered to all county and municipal employees which highlighted the differences in the two versions. Employees who participated from the local municipalities reimbursed the county for the cost of the printed material. Migration to the new version was performed on a departmental basis to allow for better sharing of documents and spreadsheets etc.. I anticipate that the remainder of the county departments will be migrated during the 2009 fiscal year.

During the summer, new voicemail hardware and software was installed and deployed. The last major change to voicemail system was part of the Y2K process in 1999. Enterprise Systems Group assisted in the cutover and were here handling problem resolution.

New virus protection software was purchased and installed for the entire network. This software is used in filtering email and web (Internet) traffic flowing through the county network. Our network bandwidth for Internet traffic was expanded in December. Our contract with our provider was up for renewal and with the increase requirements from the user departments, the existing bandwidth was becoming inadequate, so changes were made to the infrastructure and the increase bandwidth enabled in late December.

One major department change was the relocation of the Assistant Director to the Sheriff's Department. Thirty two hours of her time is allocated to the Sheriff's Department administering the various law enforcement applications and directing/interfacing new technology related projects. The need was demonstrated when the decision was agreed upon to transfer Port Washington Police Department dispatching over to the Sheriff's Department. Dispatching software was installed and tested at PWPD. At the time of cutover on February 25th, a seamless transition occurred with no lapse in service. This was followed by the installation of a server and software named Naviline which gives the records management system the look and feel of a windows application.

A trainer was brought onsite to conduct training on the report writing software package QREP. Staff from the Sheriff's Department, Mequon and Port Washington Police Departments participated in the training program. A QREP Web reporting module was researched and it was determined that existing software already owned provided the information making the purchase of additional software not necessary. This resulted in saving the county $14.200.00.

A new jail commissary system was installed, tested and implemented. This replaced a system that had been in operation since 2001. Several other applications received software upgrades

including jail management system (two version upgrades), records management system (two version upgrades) and computer aided dispatch (CAD) (one version upgrade). Research began on TraCS System which is the electronic incident reporting system available from the State of Wisconsin.

On-going assistance is provided to local police departments in the area of loading and installing new computers with Computer Aided Dispatch, State Interface, Mobile Data Browser and report writing software. Assistance was also provided to their agency vendor in the cutover of Mobile Data Browser using cellular technology.

Radio Services backbone upgrade, which went live in December 2007, had minor adjustments performed to enhance the performance early in 2008. The next phase of the project was to test and implement the migration of all data transmissions to Sheriff's Department vehicles over to the Open Sky platform. This separation of voice and data transmissions maximizes the integrity and performance of both areas on their respective platform. Radio Services, engineers from MA/Com and technicians from General Communications worked on testing the performance of the system at all areas of the County. In the fall, after all of the electronic equipment had been removed from the old radio shelters at the three sites, the buildings were disposed of by the Highway Department. Upon completion, new chain link fencing was installed and landscaping performed.

Another communication project this year was the deployment of wireless data links on several areas. The first project was a result of the new government center construction in the Village of Fredonia. When the Town and Village of Fredonia administrative offices relocated to the new facility, the county provided data communication line was migrated to the new facility. The Fredonia Village Marshal, who remained at the old site, needed to have a data link back to the Justice Center to access the computer aided dispatch application from the Sheriff's Department. The decision was made to place an 802.16 wireless link at the old village hall for that connection. Plans were already being worked on to connect Hawthorne Hills Golf Course on the same platform so the prioritization was adjusted to move the Fredonia project first and the golf course second. Radio Services and Technology Resources staff worked in conjunction with engineers from MA/Com and technicians from General Communication on the installation of the communication equipment and the testing of the information processing. The link was activated in August at the same time their administrative offices were relocated. The links at both Hawthorne Hills and Meekwon golf course were brought on line and beta testing was conducted in the fall. This allows for both courses to utilize county email, Internet and network resources. It is anticipated that both golf courses will link back to the county network with a new registration/cashiering system that is being brought online with the new golf season in 2009.

These are just a few of the projects that were addressed during 2008. 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