

Sauk County, Wisconsin
Management Information Systems Annual Report

2013 Mission:

MIS is committed to providing the capability, through the application of information technology, to support the mission of Sauk County Government and related agencies. MIS provides an array of knowledge based solutions and services, matched to the needs of the individual departments and programs, which make up county government. These services and solutions are designed to enable departments and staff to make the fullest use of the technology possible and are delivered in a people-focused, responsive manner.

Departmental Program Summary:

Technical Support: Most of the work performed by the MIS department falls under this program. This program encompasses all helpdesk activities, hardware replacement and upgrade, software upgrades and system administration.

Research and Development: Through this program the MIS department works with other County departments and agencies to find the technology solutions that best meet their needs. To accomplish this, technology solutions are evaluated, purchased (and /or developed) and implemented. As technology and the role it plays in government's daily activities changes, we need to continually assess the application of that technology, ensuring that we implement solutions that improve job efficiency and meet all regulatory requirements.

Training: As technology changes so do the skills required to support and use it. This program provides for the ongoing skills training of MIS department employees and assists other departments in providing end user training tailored to the needs of their staff. The role of this program is being expanded to provide more MIS sponsored, in-house training on applications and systems specific to Sauk County

Continuity and Security: Government's overall dependence on technology constitutes a substantial risk to the continuity of operations. A system failure could interrupt the provision of services by the department(s) dependent upon that system. The goal of this program is to mitigate our risk by continually evaluating our systems, seeking out systemic weaknesses and applying the necessary resources to make improvements.

External Support: Through this program MIS assists other units of government, within Sauk County, with technology support. In addition, the department works to develop cooperative agreements for sharing of resources, in an effort to reduce the per user cost of service delivery.

Geographic Information Systems (GIS): Under this program, the geographic information resources for Sauk County are managed and maintained. This program also provides the centralized resources necessary to carry out many of the activities outlined in the Land Records Modernization Plan.

2013 Goals Review

2013 GOALS REVIEW

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2013?
	Yes or No (If no, please provide comment)
Maintain Replacement Cycles	Yes
Update obsolete non-Cisco network hardware	Yes
System Redundancy	Yes
Reduce dependence on printed materials	Yes
Integration of related systems and data	No – while small gains have been made through recent changes, like the implementation of the Health Records System, there are numerous issues with the integration of systems and information, many of which have a regulatory component which complicates or prohibits such integrations.
Improved meeting management	Yes
Improved public information solutions	Yes
Technology Support	Yes
Departmental Requests	Yes
Maintain system Downtime at our below current levels	Yes
Reduce the overall cost of desktop computer management	No – there has been much work done in this area, yet, to date, no feasible overall solution has been identified. We will continue to make minor adjustments and will keep looking for an overall solution.

Changes / Accomplishments:

Allscripts System - Home Care / Public Health: In April, Allscripts, the new Public Health System, went live marking the final phase of a project which spanned close to two years. With this new system the Health Department is able to implement a comprehensive Electronic Health Record (EHR) positioning the department to meet requirements related to patient record security and portability. This system also integrates numerous reporting and time tracking functions, providing for improved management oversight of patient/client related activities.

Granicus Meeting Management and Meeting Video Archive: During the Spring of 2013, implementation of the Granicus system began. This system will capture and maintain a video archive of County Board proceedings. The system also provides a meeting management interface which will eliminate the need for paper documents to be distributed to County Supervisors. Implementation has been slow as internal processes must be changed requiring policy development and staff training. Full implementation should be achieved by mid-2014.

Consolidation of GIS Data into the new system: During the course of 2013 all existing land records data was migrated onto the ESRI parcel fabric in the new enterprise geodatabase. This process required the migration of all municipal AutoCAD files into the new format and the subsequent data cleanup and standardization of thousands of records. The new system will be in production internally in mid-2014 with full availability via a web interface by year end.

Core Switch Replacement: Early in 2013, the aged Cisco 4507 switch, which was the core network switch for the County's infrastructure, was replaced with an updated version. In addition, as part of the replacement, this device was moved from the wiring closet in the basement of the West Square Building to the MIS Data Center in the Court House Annex – a more suitable and climate controlled location.

Resolution and Agenda Workflow improvements: In conjunction with the Administrative Coordinators Office and the County Clerk, the MIS department launched a new web application for the management of resolutions and meeting agendas. This system is a major step forward in the elimination of paper based processes for the support of board and committee meetings.

Windows Domain Implementation: All computers, excluding those in the Sheriff's Dept., were migrated to a new Microsoft Active Directory file system from a dated Novell file system. The Sheriff's Dept. will be migrated as a part of the Law Enforcement System Server Upgrade in 2014.

eScape News Blog: As part of a collaborative effort with staff from other departments, the MIS department launched a news blog. Found at www.co.sauk.wi.us/escape, the blog highlights some of the activities of county government.

2013 Items of Note: Implementation of new Social Media and Mobile Device Policies and the Purchase of a new Central Storage Appliance.

Statistical Summary:

OUTPUT MEASURES

DESCRIPTION	2011 ACTUAL	2012 ACTUAL	2013 ACTUAL
Help Call Volume	6,403	6,628	7,667
Help Call Hours	5,990	6,366	6,522
Projects Opened	769	712	831
Projects Closed	711	640	786
Project Hours Total	3,125	3,139	2,829
GIS Requests	365	107	269
GIS Request Hrs	883	458	428
Consulting Expenditures	39,115	57,705	65,504
Total IT Expenditure	1,172,958	1,126,325	1,144,870
Planned System Downtime (hr.)	100	135	64
External Agency Support Hours	337	521	286

OUTCOME AND EFFICIENCY MEASURES

DESCRIPTION	2011 ACTUAL	2012 ACTUAL	2013 ACTUAL
Critical Unplanned Downtime (in hours)	21	16.52	3.49
Non-Critical Unplanned Downtime (hrs)	20	34.64	32
Unit Replacements	269	304	296
Projects Closed / Projects in Queue	41%	26%	23%

Supplementary Information:

The graphs on the following pages detail additional service related statistics for departmental operations. All information is based upon statistics collected by Helpstar, the MIS Department's Helpdesk management system.

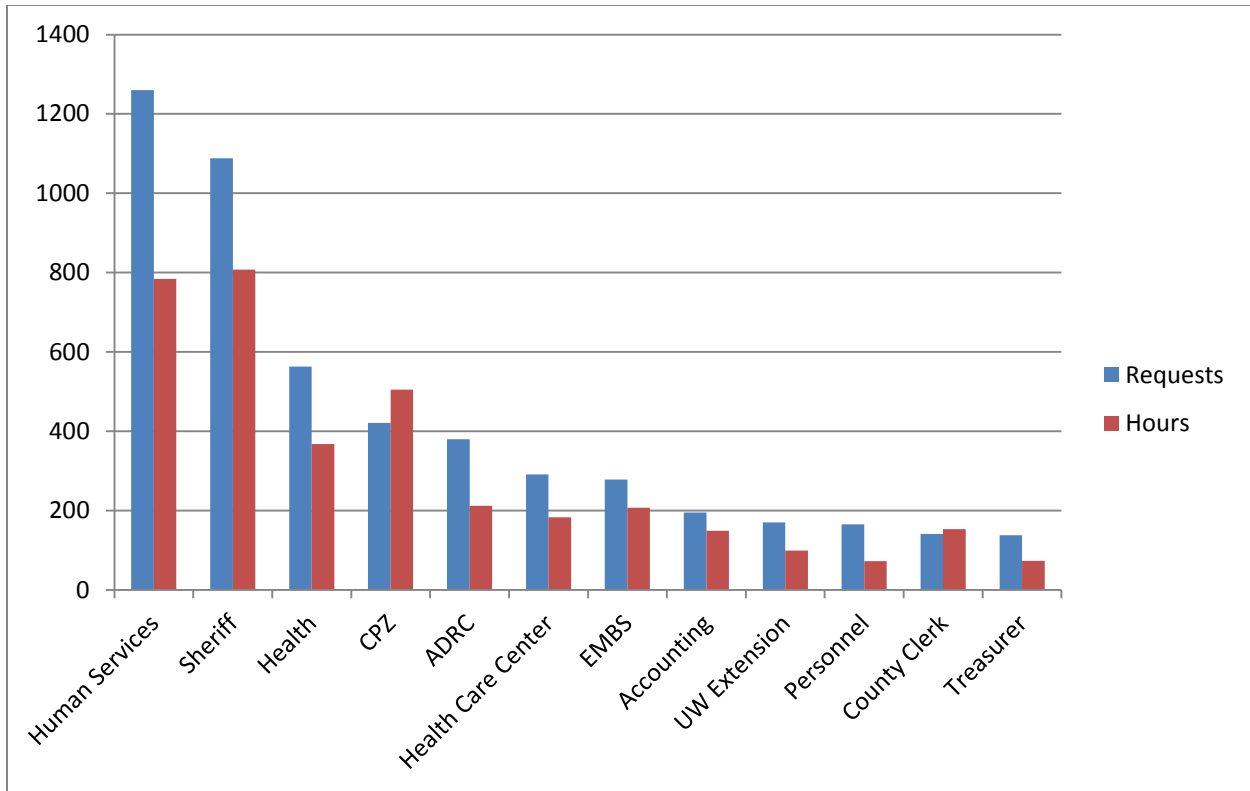


Figure 1 – 2013 Service Requests by Dept. (Depts. over 100)

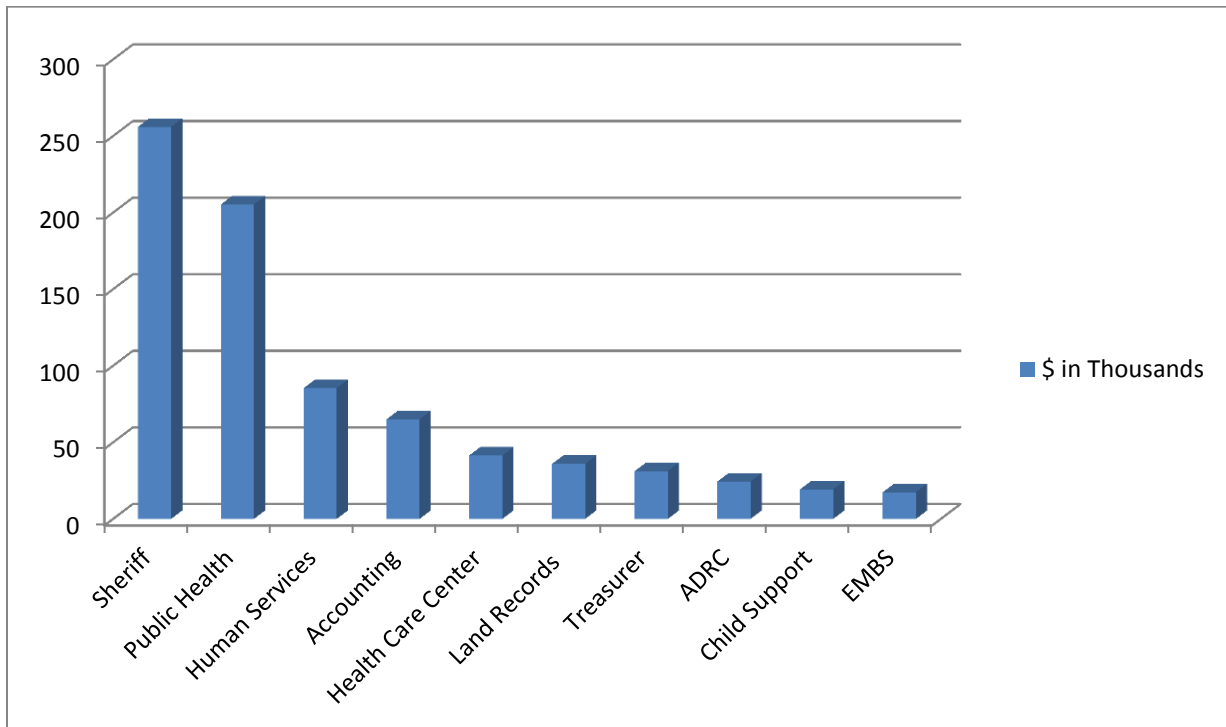


Figure 2 - 2013 Technology Spending by Dept. (Depts. over 15k)

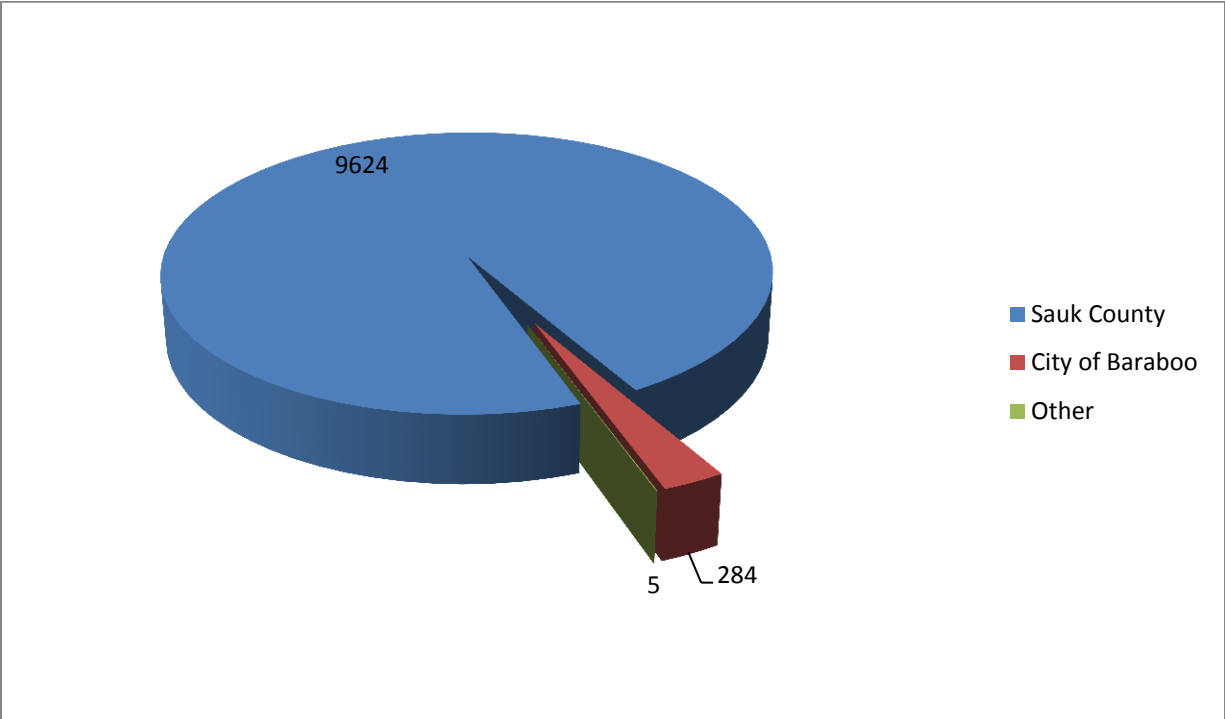


Figure 3 – 2013 MIS Hours by Agency

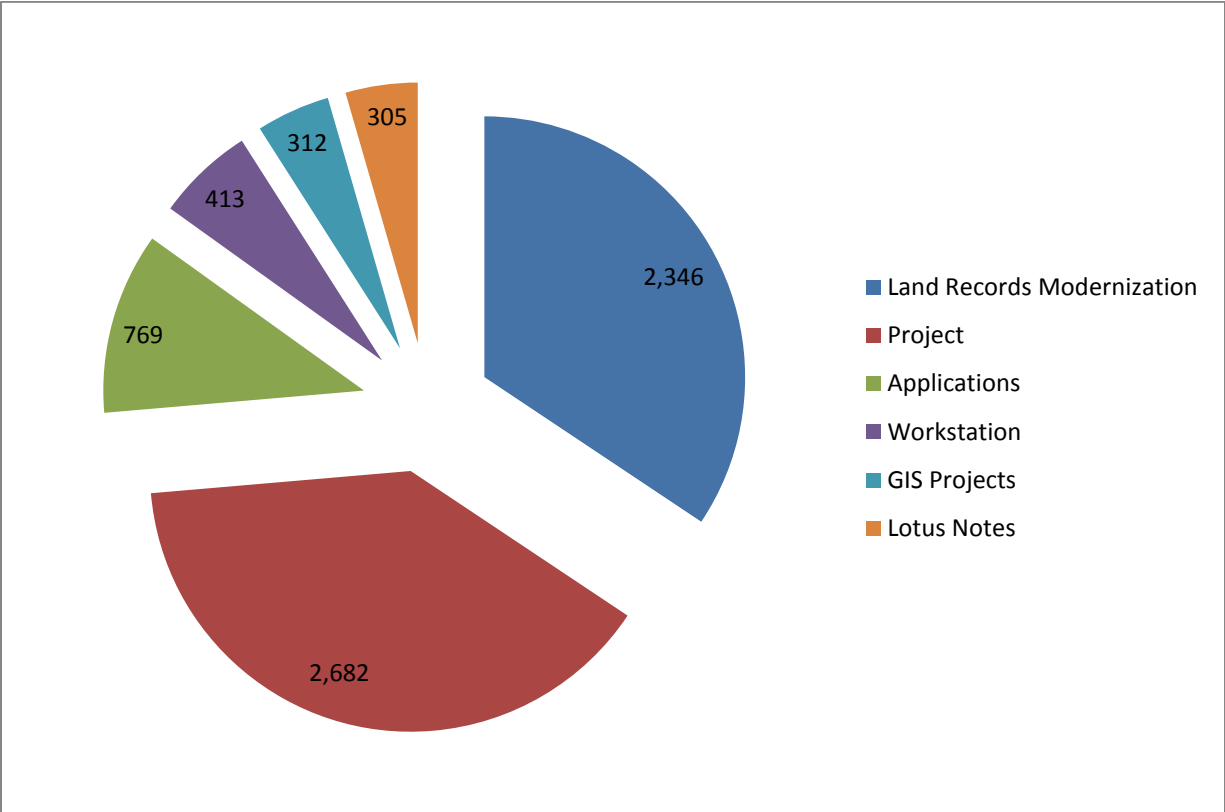


Figure 4 – 2013 MIS Hours by Technology Area (Categories over 300 hrs.)