

Sauk County, Wisconsin  
**Management Information Systems 2015 Annual Report**

**2015 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, tailored to the needs of the individual departments and programs which constitute 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 its role in government 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 developed, 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.

## **2015 Goals Review**

OBJECTIVE	WAS THIS OBJECTIVE REACHED IN 2015?
	Yes or No (If no, please provide comment)
Maintain Replacement Cycles	Yes
Improve System Management	Yes
Improve System Redundancy / Disaster Recovery / Business Continuity	Yes – Offsite storage devices are now used to store offsite copies of production systems. This ensures all system configurations are stored offsite and can be recovered following a catastrophic loss in our main data center
Reduce dependence on printed materials	Yes – all committees now have the ability to use iPads for meeting documentation.
Privacy and Security Compliance Assessment / Risk Assessment	Compliance assessment is complete. Risk assessment cannot be completed until all recommendations from compliance assessment have been addressed
Update Security Technologies & Revise Security Monitoring Strategy / Systems	Postponed pending the hiring of a System Security Specialist in 2016
Maintain system Downtime at our below current levels	2014 total downtime all systems = 82.75 hrs. 2015 total downtime, all systems = 101 (Critical downtime for 2015 was 0 hrs. as compared to 3.75 hrs. in 2014)
Ongoing Technology Support	Yes – see service statistics
Complete Departmental Requests	Yes – as required

### **Changes / Accomplishments:**

Cyber Security Initiative: As precursor to our 2015 system security initiative, MIS contracted with Three Pillars Technology of Madison to perform a high level security assessment with regard to the HIPAA security rules. The findings of this assessment have been used to direct our activities related to system security. Throughout 2015, MIS has worked with those departments that routinely work with protected information in developing a comprehensive set of policies and procedures aimed at improving the County’s information security stance. To date, numerous administrative policies have been drafted and approved by the Sauk County Information Security Team. Policy implementation plans and training and policy update schedules have been developed and are being deployed. Future activities will involve the implementation of revised

business processes based upon the revised policies, and the deployment of improved technical safeguards.

Creation of a dedicated Security Specialist position: To further bolster the MIS Department's ability to improve enterprise security, a new position has been created for 2016 through the 2016 budget process. The MIS System Security Specialist will work with MIS staff and staff in other departments to make improvements to systems and processes throughout the enterprise for the purpose of enhancing our information security stance.

Room 213 A/V System: In response to requests from County Board members for an Audio/Visual resource to be used for both the recording of committee meetings and to conduct video meetings or presentations. The MIS Department in conjunction with Building Services and an external contractor, assembled a system to provide high quality audio and video capture and reproduction in Room 213 of the West Square Building.

GIS Activities: In 2015 the GIS Department has deployed 2 new applications to replace its old GIS website. These applications focus on Tax Parcel related information and Zoning & Regulatory information. Each site was designed with a specific audience and focused on ease of use and simplicity for the mobile end users. The GIS Department is now able to fully leverage the ArcGIS Server platform and can quickly deploy online applications to departments and the public. The latest enhancements include a Public Notification to produce mailing labels and an Election Results application for the County Clerks Department. Future enhancements will include a site catered for Surveyors.

#### 2015 Items of Note:

- Deployment of an OCR (Optical Character Recognition) application to be used by departments to convert scanned documents to documents which may be edited with a word processing application.
- Installation of a new disaster recovery server for the City of Baraboo.
- Evaluation of fiber connectivity / devices: in conjunction with Building Services, MIS worked with two vendors to evaluate fiber optic edge devices. The information obtained through this research will be used to develop an upgrade plan for the existing equipment on the fiber optic loop which is dated and in need of replacement.

**Statistical Summary:**

**OUTPUT MEASURES**

<b>DESCRIPTION</b>	<b>2013 ACTUAL</b>	<b>2014 ACTUAL</b>	<b>2015 ACTUAL</b>
Help Call Volume	7,667	6,862	8,646
Help Call Hours	6,522	5,677	5,652
Projects Opened	831	828	991
Projects Closed	786	857	865
Project Hours Total	2,829	2,315	2,398
GIS Requests	269	337	258
GIS Request Hrs.	428	879	1199
Consulting Expenditures	65,504	102,896	96,115
Total IT Expenditure	1,144,870	1,109,824	1,330,765
Planned System Downtime (hr.)	64	63	35
External Agency Support Hours	286	311	258

**OUTCOME AND EFFICIENCY MEASURES**

<b>DESCRIPTION</b>	<b>2013 ACTUAL</b>	<b>2014 ACTUAL</b>	<b>2015 ACTUAL</b>
Critical Unplanned Downtime (in hours)	3.49	3.75	0
Non-Critical Unplanned Downtime (hrs.)	32	16.11	66
Unit Replacements	296	280	300
Avg. Hrs. /Helpcall	.85	.83	.65
Projects Closed / Projects in Queue	23%	25%	23%

**Supplementary Information:**

The graphs on the following pages detail additional service related statistics for departmental operations. All service statistics are collected by the MIS Department's Helpdesk management system. Financial statistics derived from Sauk County's accounting system and based on data from the "MIS Chargeback" accounts for each department.

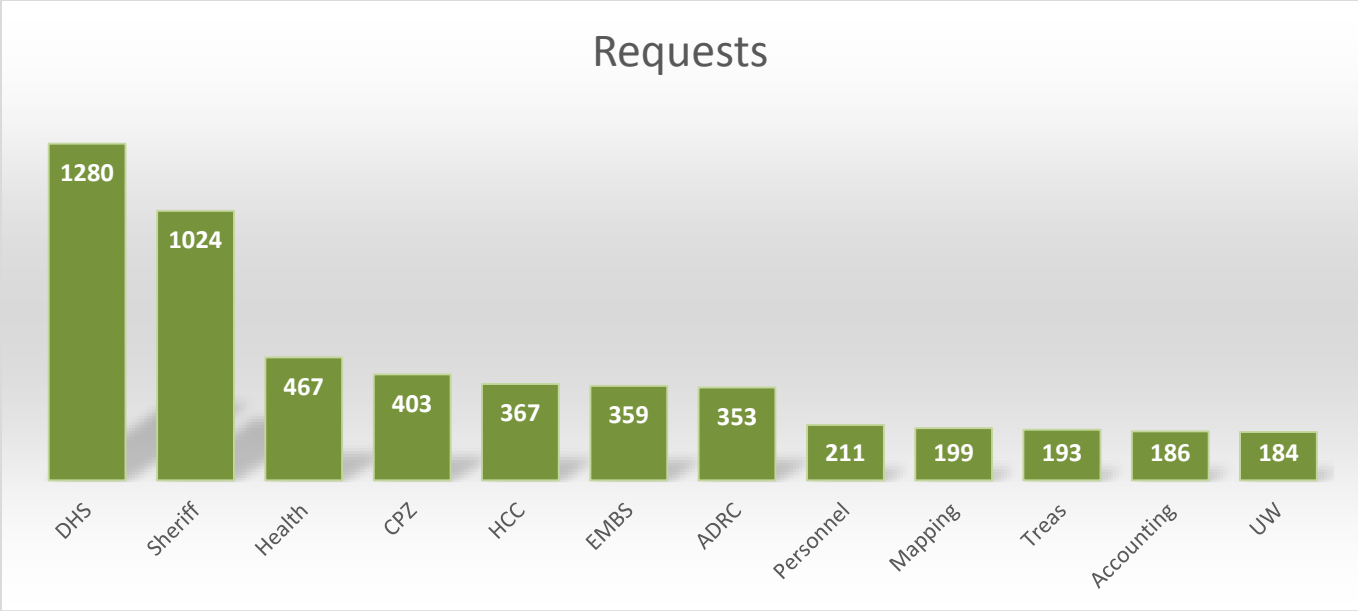


Figure 1 – Service Requests by Dept. (Depts. over 150)

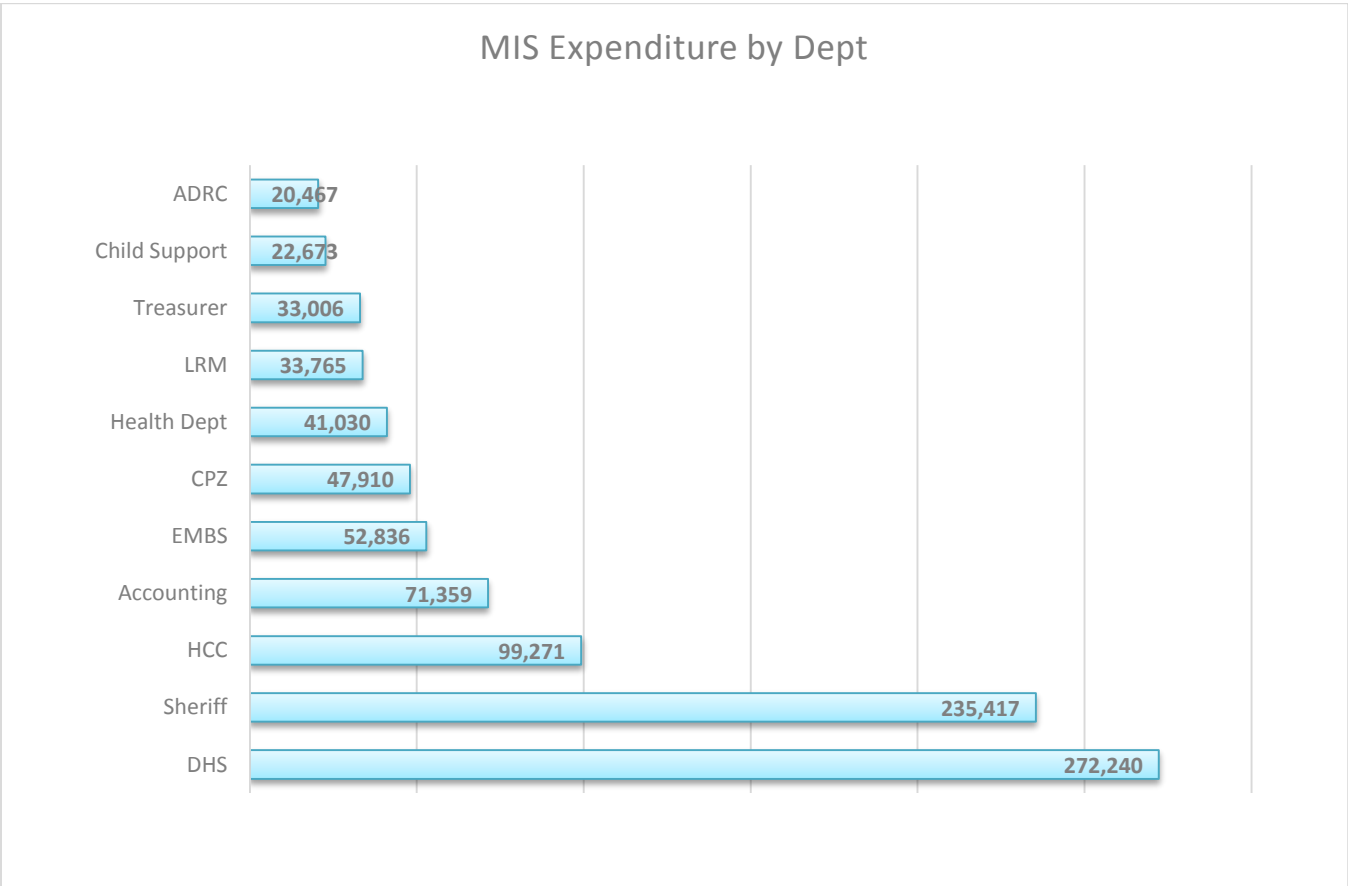


Figure 2 - Technology Spending by Dept. (Depts. over \$20,000)

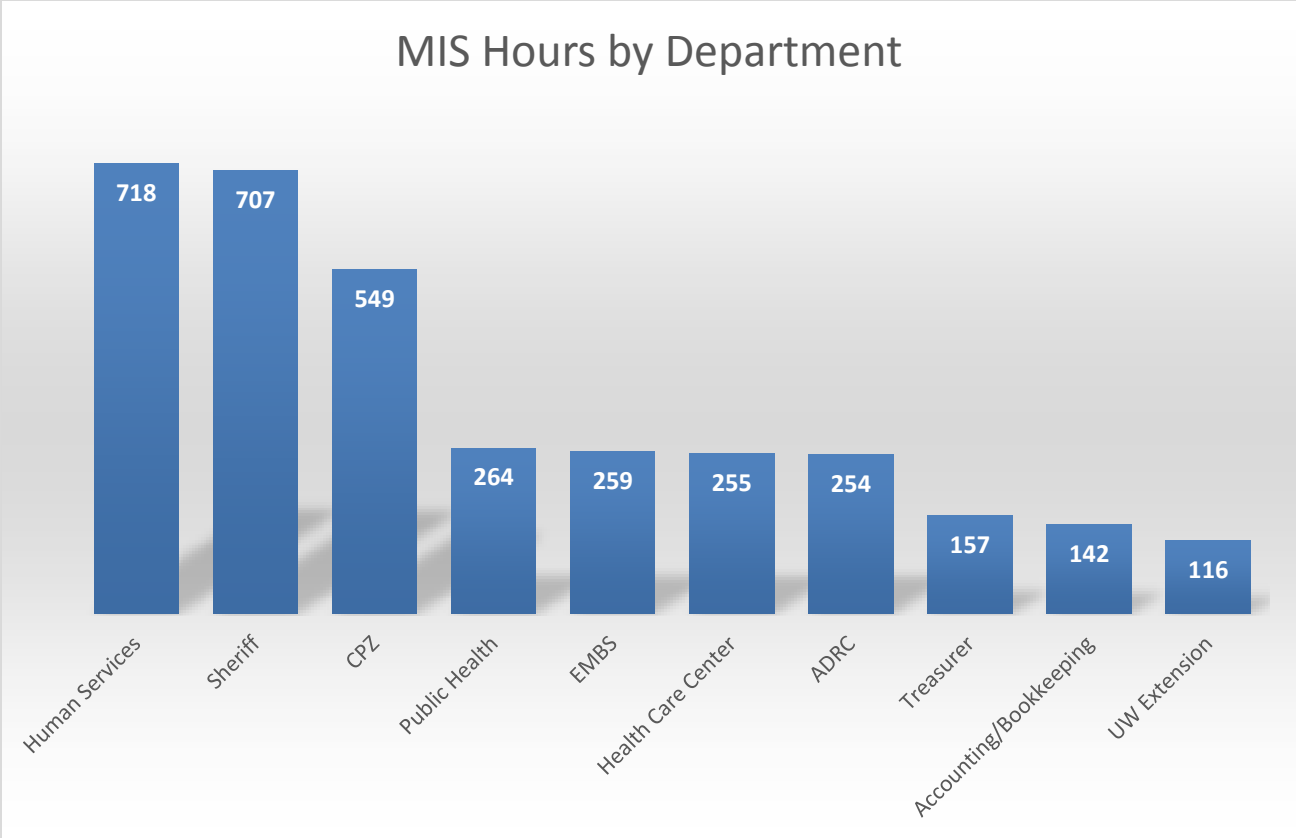


Figure 3 - MIS Hours by Department (Depts.' over 100 hrs.)

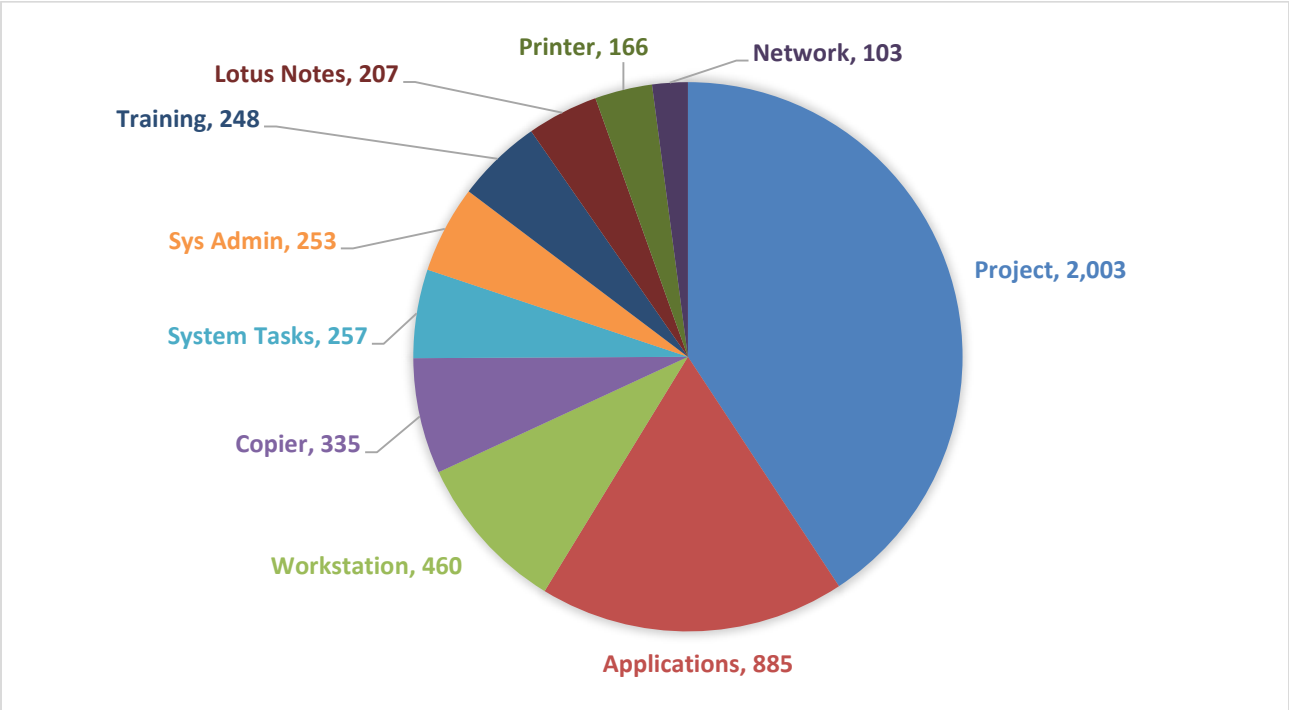


Figure 4 – MIS Hours by Technology Support Area (Categories over 100 hrs.)