

Sauk County, Wisconsin  
**Management Information Systems 2014 Annual Report**

**2014 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.

## **2014 Goals Review**

### **2014 GOALS REVIEW**

<b>OBJECTIVE</b>	<b>WAS THIS OBJECTIVE REACHED IN 2014?</b>
	<b>Yes or No (If no, please provide comment)</b>
Maintain Replacement Cycles	Yes
Update obsolete Cisco network hardware	No – as a lower priority goal this has been pushed back
Improved System Redundancy	No – this has been delayed due to delays in other projects which are prerequisites to this, namely the consolidation of our virtual server infrastructure.
Reduce dependence on printed materials	Yes
Integration of related systems and data	Successfully integrated our GIS with the Ascent Land Records system in the Treasurer’s office.
Improved meeting management	Yes
Improved public information solutions	Yes
Technology Support	Yes
Departmental Requests	Yes
Maintain system Downtime at our below current levels	Yes

### **Changes / Accomplishments:**

**Installation of a consolidated, centralized storage system:** In early 2014 MIS replaced three aging Dell EqualLogic Network Attached Storage (NAS) units with a single EMC storage device. This device is sized to meet Sauk County’s data storage needs for up to five years. In addition, this unit paves the way for the consolidation of our Virtual Server infrastructure and offsite replication of data to facilitate a remote hot-site for redundancy purposes, at the Law Enforcement Center.

**Sheriff’s Dept – System Upgrade and Migration of PCs to Windows Domain:** The hardware and software for the entire RMS, Jail and Mobile system for the Sheriff’s Dept. was upgraded and converted to a virtual server infrastructure. Also, to facilitate better desktop computer management and provide consistency with the rest of the County’s information systems, the Novell network at the Law Enforcement Center was decommissioned and replaced with a Windows Server 2012 network. This involved the migration of all data and network information

to the new platforms and the creation of appropriate group policy to facilitate user and device management and establish appropriate system permissions.

Implementation of a Mobile Device Management System: As mobile devices become more prevalent in the enterprise, remote management and tracking of them becomes more critical. In an effort to better manage these units, MIS has employed MAAS360 by Fiberlink. While this system provides adequate management of cellular devices, it leaves something to be desired in its capabilities with laptop and tablet computing devices. In the future, MIS will seek to employ solutions that could fully manage all remote devices.

HIPAA Security Assessment: As precursor to our 2015 system security initiative, MIS contracted with Three Pillars Technology from Madison, WI to perform a high level security assessment with regard to the HIPAA security rules. The recommendations from this assessment will provide the groundwork for security improvement to be implemented in 2015.

Sharing of resources with other County Governments: In 2013 the Wisconsin County's Association began an effort to facilitate the sharing of resources by County Governments throughout the state. During the spring and summer of 2014, the MIS Director, along with a number of other Technology leaders from other county governments, worked to create a framework within which this could occur. Despite considerable progress to this end, this effort seems to have stalled due to staff changes at WCA, however there is hope that ultimately counties will be able to collaborate in order to leverage their buying power and diverse resources to reduce costs.

GIS System: Following the implementation of the ESRI Parcel Fabric in 2013, all parcel mapping, which had been on holding during the system implementation, was updated to current status. In addition, a number of custom applications were implemented, including: Tie Sheet Finder, FEMA Floodplain Finder, Tax Parcel Finder and an Open Date Portal for public access to the GIS data. Future enhancements will include an updated web application for public use and revised internal workflows.

2014 Items of Note: Revision of Social Media Policy, Assist with launch of County Facebook page, creation of an Incident Response policy and process.

**Statistical Summary:**

**OUTPUT MEASURES**

<b>DESCRIPTION</b>	<b>2012 ACTUAL</b>	<b>2013 ACTUAL</b>	<b>2014 ACTUAL</b>
Help Call Volume	6,628	7,667	6,862
Help Call Hours	6,366	6,522	5,677
Projects Opened	712	831	828
Projects Closed	640	786	857
Project Hours Total	3,139	2,829	2,315
GIS Requests	107	269	337
GIS Request Hrs.	458	428	879
Consulting Expenditures	57,705	65,504	102,896
Total IT Expenditure	1,126,325	1,144,870	1,109,824
Planned System Downtime (hr.)	135	64	63
External Agency Support Hours	521	286	311

**OUTCOME AND EFFICIENCY MEASURES**

<b>DESCRIPTION</b>	<b>2012 ACTUAL</b>	<b>2013 ACTUAL</b>	<b>2014 ACTUAL</b>
Critical Unplanned Downtime (in hours)	16.52	3.49	3.75
Non-Critical Unplanned Downtime (hrs.)	34.64	32	16.11
Unit Replacements	304	296	280
Projects Closed / Projects in Queue	26%	23%	25%

**Supplementary Information:**

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

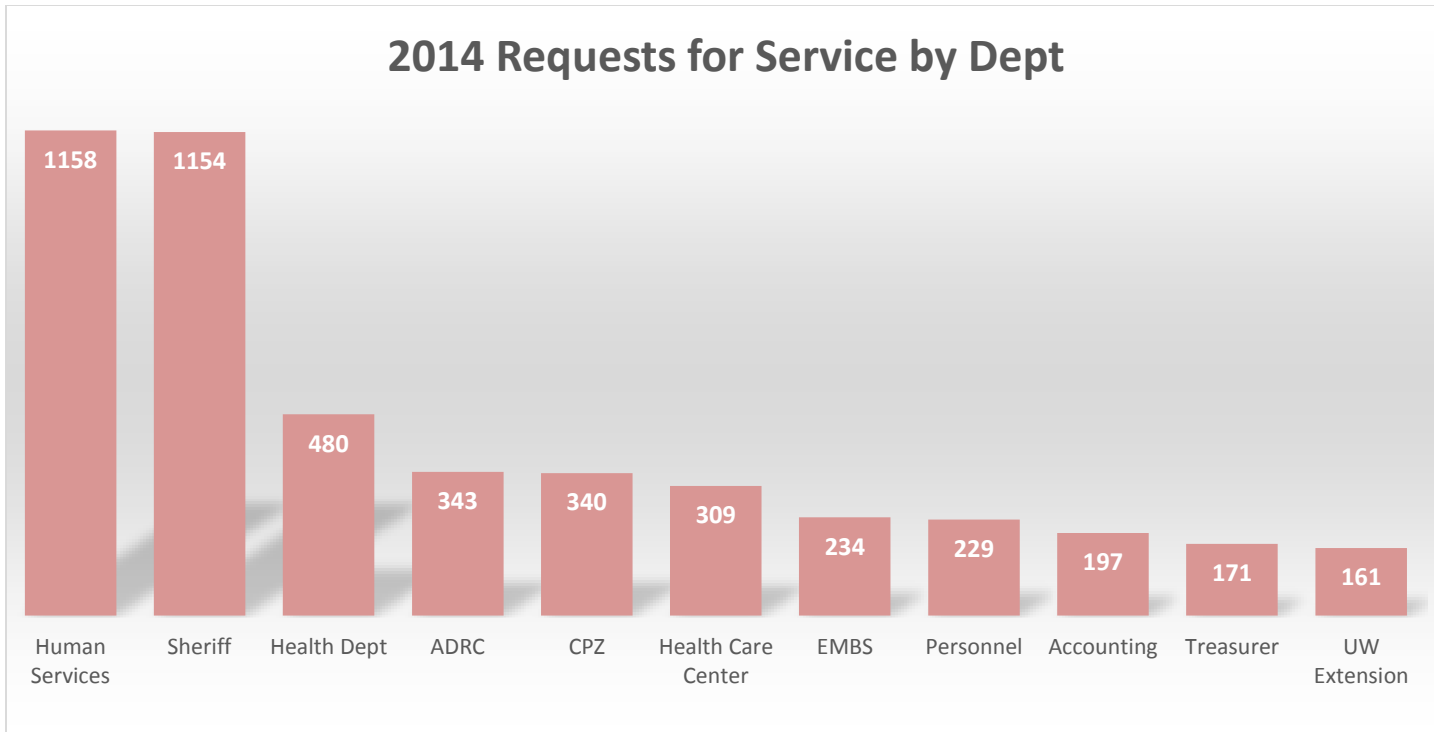


Figure 1 – Service Requests by Dept. (Depts. over 150)

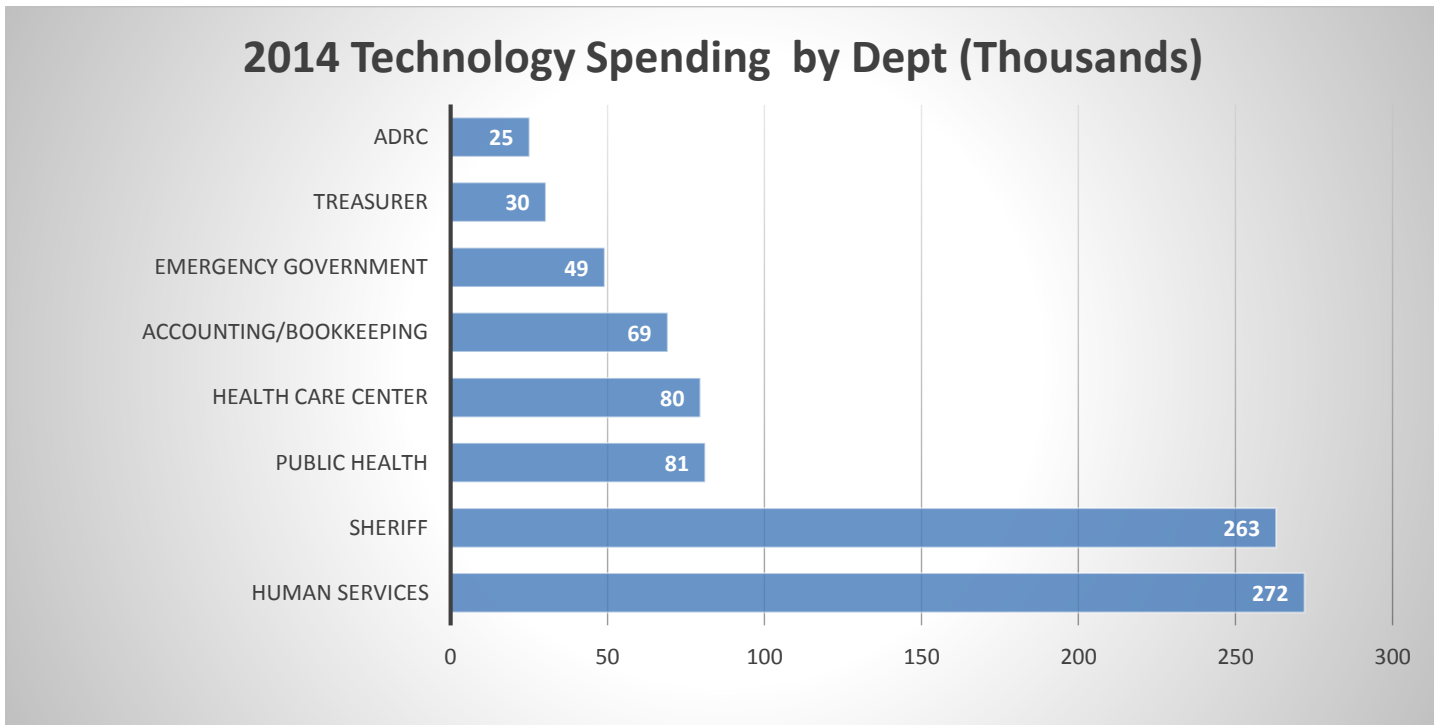


Figure 2 - Technology Spending by Dept. (Depts. over 24k – (Thousands))

### 2014 Service Hours by Dept

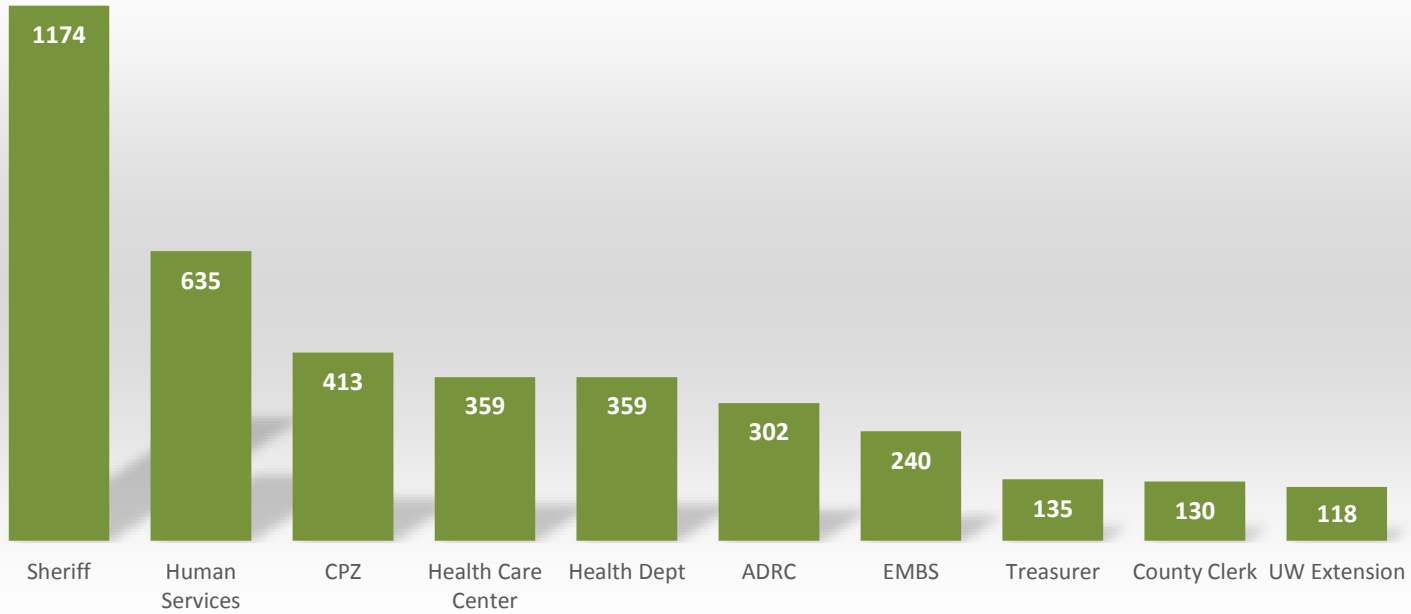


Figure 3 - MIS Hours by Department (Depts over 100 hrs)

### SERVICE BY REQUEST TYPE

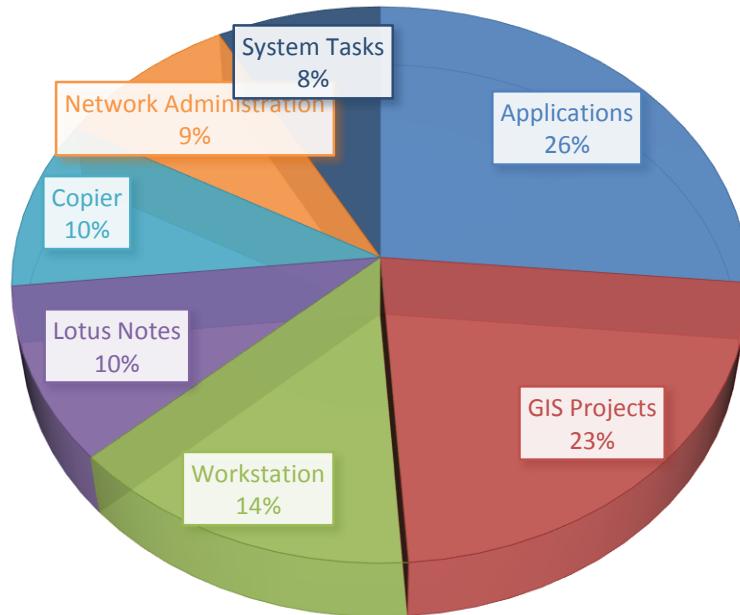


Figure 4 - MIS Hours by Technology Support Area (Categories over 250 hrs.)