

May 2008 IT/Telecom Committee Meeting

- IT assistance to the City of Glens Falls
- Referral Item from last month - How IT sets priorities
- Update on Business Analyst position

Thursday, May 29, 2008

A short course in Production and Development systems

The IT terms for the two highest level categories of Information Technology systems work are;

Production

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Development

A production system is a system that is currently used to run the business/provide services, etc.

Development is work to create a new system, efficiency, streamlining, etc.

In the context of your home, an example of production work would be a broken water pipe in your home.

Development would be adding a new bathroom.

Obviously, the production system takes a higher priority over the development work.

Takeaway: Production work takes a priority over development work.

System Portfolio

A portfolio of the systems/technology of the County.

Systems for which IT has at least some responsibility.

The work of the County is done on the back of technology (i.e. the systems within the Systems Portfolio).

System Portfolio - types of systems

□ Major System Types

- Custom = Systems IT has written/developed
 - Vendor = Systems which the County has purchased - IT provides some support
 - State = a state system for which IT provides some support
 - Network = generally network software or equipment that needs to be documented
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Systems By Department

Application	Type	Description
DEPARTMENT: Assigned Counsel/Legal Aid		
Assigned Counsel	Custom	track all defendants and their assigned attorney, and tracks all money paid out to each attorney. Running on ver. 8.0, need to trying to finish info for the end of the year state report.
Tickler system	Custom	
Web Site - Assigned Counsel	Web	Departmental web site for Assigned Counsel
DEPARTMENT: Auditor		
Batch Cover Sheet (NWS Interface)	Front End	Produces a batch interface cover sheet for NWS Batches
Contract Report	Front End	Paid Invoices by Resolution Number Used to Update the Contract Amounts
Invoice Cover Sheet (NWS Interface)	Front End	Invoice Cover Sheet Report Expanded to include approval information
DEPARTMENT: Board of Elections		
Board of Elections Server	Server	boe-server BOE and NTS server Server 2003 and SQL 2005
BOE Reports (NWS Interface)	Front End	
BOE VPN to State	Network	A site to site VPN connection for BOE
HAVA	Vendor	
NTS	Vendor	Used to track voter information and calculate Election Results.
NYSVoter 1	Vendor	NYSVoter 1 is an interim solution to a statewide voter registration database. It will meet many of the requirements necessary to comply with the requirements of HAVA on a temporary basis. Transactions will be sent between the statewide database and county Election Management Systems in batches. (NYS Project Dashboard - September 2006)
NYSVoter II	Vendor	NYSVoter II is a permanent solution for a HAVA compliant database that is interactive with county Election Management Systems I near real time. NYSVoter II will replace NYSVoter I. (NYS Project Dashboard - September 2006)
VPN Device		VPN appliance for BOE to get to the state
Web Site - Board of Elections	Web	Board of Elections departmental Web Site
DEPARTMENT: Board of Supervisors		
Board of Supervisors SharePoint site	Intranet	internal intranet site
CertAppt (Address Book)	Custom	Maintains People, Address, Committees, Certificate of Appointments
Department Head SharePoint site	Intranet	Department Head SharePoint site

Systems By Department

Application	Type	Description
Policy and Procedures	Custom	policy and procedure tracking
Proceedings Book	Reporting	Annual County Proceedings Book a mix of automated and manual procedures to produce this book
Resolutions and Contracts	Custom	tracks all county resolutions and contracts, and related information. Includes Subject Index. Shared with County Auditor and County Attorney.
SRS Resolution Reports	Front End	SRS Reports for Subjects, Resolutions, and Subject Index
Supervisor's laptops	Network	Supervisors Laptops
Web Site - Government Section	Web	the information contained under the Government section.
Webcasting	Network	webcasting of meetings, now mandated for state departments, and expected to be mandated for local governments. details at www.ofc.state.ny.us/policy/S07-001/index.htm
DEPARTMENT: Buildings and Grounds		
Fire Alarms and Security	Telecommunications	Fire Alarms in County Buildings the County currently uses Mahoney Notifier the County insurer wants alarms, perhaps including security, in all County buildings (for more info refer to attached project)
HVAC Monitoring system	Vendor	The system to monitor and maintain the new Geo HVAC system. It consists of a PC in B&G supplied by Siemens as well as a tie in panel in the basement
LinStar Security Badge System	Vendor	the Counties security badge system
Photo ID maker Name - idbadge	Vendor	This makes the photo IDs for county employees
DEPARTMENT: Civil Service		
Candidates	Custom	maintain all applicants, taking Civil Service exams, print admission cards, letters for passing or failing.
Civil Service System	Custom	Stores all Warren County positions including Vacant ones. Tracks all employees in those positions. Keeps records for roster cards(Employee history). Tracks leave time (Vacation/sick/personal). Prints annual salary schedule. Will include Candidates information in the future.
Leave Credits System	Custom	maintain all departments leave time, issue monthly sick time, and annual sick leave incentive.
Salary System	Custom	maintain employees salaries, print salary schedules for the budget process Margit does extensive manual queries on this data.
Towns Roster	Custom	track all civil service employees for local towns and schools as required by the state.
Web Site - Civil Service	Web	The departmental web site for Civil Service - contains all civil service exam announcements.

Systems By Department

Application	Type	Description
DEPARTMENT: Community Services		
Community Services server	Server	Community Services server
Geriatric Mental Health web-based	Custom	3/31/2008 In the final analysis, the State will develop this application. a web based system to gather clinician/doctor data integrates mental and physical for older people.
		Requested by Rob York, he received large grant - funding to HHHN for position +. Wendy Waldron - Hudson Headwaters Health Network/Ancillary Services (518) 623 2844
		Lisa Coutru may be key u...
Web Site - MH/CS	Web	MH/CS Web Site
DEPARTMENT: Countryside Adult Home		
Web Site - Countryside	Web	The Countryside Adult Home web site
DEPARTMENT: County Attorney		
Amicus	Vendor	handles the legal business
Contract Management	Vendor	system to manage contracts, make available to departments, and integrate with financial management system
Contracts	Custom	Same as BOS reso/contract database, except that this one is updated by the Co Atty office
Corporations	Custom	track corporations name and address information
County Attorney Server	Server	CA-Server
		SN0034933941
		exp 02/18/2008
County Attorney's Server WCAServ	Server	This runs the CA's Amicus application
Foreclosures	Custom	track all property, owners, related parties. Produce schedules, also called bar claims
		The annual process work starts approximately September, CA sends out letters.
Tort	Custom	track parties and information per claim
DEPARTMENT: County Clerk		
Civil Action	Custom	A system developed by an outside contractor. Contains 1/2 million records. Sneaknet.
Corporations Imaging	Web	The NYS Department of State is developing a system to image Corporation Filing documents. Currently, filing documents are copied and provided to the county in which a new corporation is located. The project will ultimately provide a means whereby local county clerk offices will retrieve images of filed documents electronically via a web accessible download site or, pertha...
Gun Keeper	Vendor	System to track gun permits

Systems By Department

Application	Type	Description
Payroll Earning Cards Filming Project	Interface	Automation of the process of transferring Payroll Earnings Cards from current systems to microfilm
Records Management (Advisory Board)	Administrative	the administrative process of County Records Management
Web Site - Clerk	Web	Departmental web site
Web Site - Records Center	Web	Departmental Web Site for the Records Center
DEPARTMENT: County Historian		
Web Site - Historian	Web	the official site of the Warren County Historian department.
DEPARTMENT: Emergency/Medical Services		
Web Site - EMS	Web	EMS Web Site
DEPARTMENT: Emergency Services		
Web Site - Emergency Services	Web	The departmental page for the Warren County Emergency Services dept.
DEPARTMENT: Employment and Training		
Avaya Gateway 350	Network	E&T VOIP gateway - provides voice and data capability. The Gateway provides survivability
		Includes Switch, other installations have standard (Extreme) switch.
Cisco Router - E&T	Telecommunications	Cisco Router
E&T VPN to State	Network	This is SSL VPN to the state for accessing OSOS MGMT Reports and Trade ACT tracker
Employment and Training Server et-dc	Server	Domain controller and file server for E&T
OSOS Common Measures	Vendor	The OSOS Common Measures project will modify the One-Stop Operating System to conform to USDOL/ETA directive TEGL 17-05 (February 17, 2006). This policy directive established a unified common measures and performance accountability system for all workforce investment programs. The policy modified and broadened the definition of a "participant", clarified the point at whi...
DEPARTMENT: Enterprise		
Budget (FoxPro)	Custom	budget system tracks expenses, vouchers, purchase orders.
Budget Reports (NWS Interface)	Reporting	Provided a reporting interface to 2 Budget Reports that were inaccessible via NWS. Budget Summary and Budget by Level
Cabling Plant and Network Infrastructure	Network	the cabling plant and network infrastructure of the County
Content Management System	Vendor	a system to allow users to edit/create content, allows publishing to be done more efficiently. There are open source systems. The County web site would be the use of CMS, vs visitlakegeorge, SharePoint. Ironspeed may be an alternative, if content is kept in databases.

Systems By Department

Application	Type	Description
Copiers	Administrative	the County copier machines (the purpose of this system entry is to capture the request to audit the County's copier machines)
Disaster Recovery		IT Disaster Recovery Plan
Email Retention and Destruction		Email Retention and Destruction
Emergency Preparedness		Emergency Preparedness
Enterprise Time and Attendance	Custom	Westmount and DPW have Kronos systems. The two do not have the same version. The County is considering an Enterprise wide solution.
Exchange	Enterprise Software	...
ISA Server (software)	Enterprise Software	Server ISA server software
		improved security sharepoint access easier web maintenance faster backups
ISA Server server (hardware) isa-serv	Server	ISA Server server (hardware) ST - JCNV2F1 ESC - 429-245-391-33 Warranty Exp - 11/13/12
		ISA Server server (hardware) improved security sharepoint access easier web maintenance faster backups
Leave Tracking	Custom	FoxPro system to track leave time. Used by a number of departments.
LOGOS Financial Management	Vendor	Enterprise wide Financial Management System
MS Office	Enterprise Software	
Municipal Center Security systems	Enterprise Software	9/6/07 fm, sm,todd, Sheriff had previously put together a priority list of security items. fm&t will track down this document 8/29/2007 the County has purchased proximity doors and the badge system can work with these....we may need to purchase the Galaxy system if we do not already have it. 3/13/2007 mtg w/Todd Lunt indicated that the County would soon be wanting a sec...
Pagers	Telecommunications	

Users and Desktops

- We call our technology support of users and desktops 'Service Requests'
 - Service Requests are generally considered production – the tools need to be available and work well, includes training.
 - We track our Service Requests in a system called Track-It!
 - Real time review of Track-It!
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Work Orders

Tasks

- Add Work Order
- Edit Work Order
- Delete Work Order
- Copy Work Order
- Associate W/O to new P...
- Print Work Order
- E-mail requestor
- Notify technician
- Find Work Order

See Also

- Reports
- Technicians
- Users
- Assets

Search

Work Order No.

More than:

Less than:

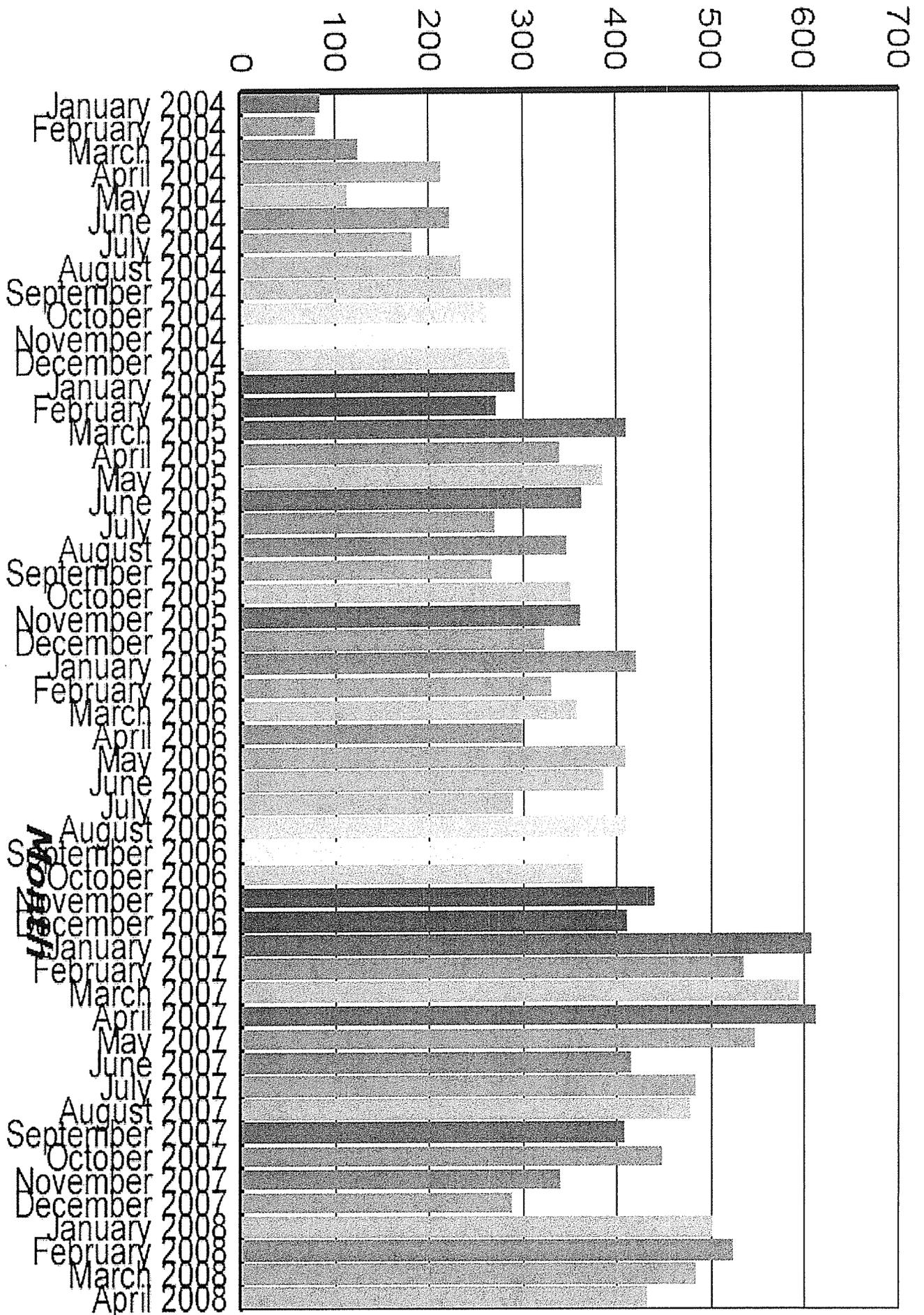
Reset Filter

Current View - All Work Orders * *

Drag column header to group by that column

W/O #	Date Entered	Summary	Requestor	Technician	Date Closed
19715	5/28/2008 1:05:57 PM	Setup new printer on her computer	Oilton, Barbara	Dave	5/28/2008 1:06
19714	5/28/2008 11:36:02 AM	Reset printers again	Keisey, Bobby	Dave	5/28/2008 11:3
19713	5/28/2008 10:50:37 AM	Reserve Training room - 5/29	Delorenzo, Tammie	Dave	5/28/2008 10:5
19712	5/28/2008 9:17:26 AM	Reset printers/clear temporary file cache on Logos servers	Keisey, Bobby	Dave	5/28/2008 9:17
19711	5/28/2008 9:16:09 AM	Install new printer donated from State	Meade, Angela	Dave	5/28/2008 12:4
19710	5/28/2008 9:15:45 AM	Move PC	Meade, Angela	Dave	5/28/2008 9:16
19709	5/28/2008 9:15:07 AM	Document steps to use Sharepoint/Hide sharing board	Matthe, Rob	Dave	5/28/2008 10:5
19708	5/28/2008 9:12:59 AM	PC not booting	Meade, Angela	Dave	5/28/2008 9:13
19707	5/28/2008 9:12:20 AM	Can't connect to wireless	Stalley, Linda	Dave	5/28/2008 9:12
19706	5/28/2008 9:09:52 AM	Setup laptop/projector in the board room on Thursday	Cute, Amy	Dave	5/28/2008 9:12
19705	5/28/2008 9:08:50 AM	Password Reset	Stern, Helen	Robb	5/28/2008 9:08
19704	5/28/2008 9:02:08 AM	Extend public VLAN to PH wireless	Driscoll, Tawn	Bill	5/28/2008 9:02
19703	5/27/2008 2:04:38 PM	How to add 2008 to DT Entry program	Angell, Joan	Jeremy	5/27/2008 2:04
19702	5/27/2008 1:12:28 PM	Help getting Outlook to make a noise when she gets an e-mail	Labruzzo, Diane	Robb	5/27/2008 1:13
19701	5/27/2008 12:45:59 PM	Install new wireless card for laptop	Casey, MayBeth	Dave	5/27/2008 3:51
19700	5/27/2008 11:59:12 AM	Setup Mike Lamb's old PC on front counter for TCS	Lynch, Rob	Dave	5/27/2008 3:51
19699	5/27/2008 11:56:33 AM	Help opening an e-mail attachment	Lemery, Marv	Dave	5/27/2008 11:5
19698	5/27/2008 11:54:47 AM	Questions about an invoice	Holte, Jacqueline	Dave	5/27/2008 11:5
19697	5/27/2008 11:53:48 AM	Test/come up with ideas for Sharepoint - Capool message board	Matthe, Rob	Dave	5/27/2008 11:5
19696	5/27/2008 11:39:43 AM	Help logging into Homecarenet	Coughlin, Beth	Dave	5/27/2008 11:4
19695	5/27/2008 11:34:36 AM	Wants user count for DOL, E&T, and courts	Matthe, Rob	Dave	5/27/2008 11:3
19694	5/27/2008 11:19:34 AM	Run Network line for Treasurer	Lynch, Rob	Robb	5/27/2008 11:2
19693	5/27/2008 11:11:35 AM	Generate PDF of Budget performance report	Matthe, Rob	Dave	5/27/2008 11:1
19692	5/27/2008 9:52:42 AM	Wants to place an order for an A/C adapter	Norton, Shari	Dave	5/27/2008 9:52
19691	5/27/2008 9:51:07 AM	Order toner cartridges for Xerox Phaser	Priel, Diane	Dave	5/27/2008 9:52
19690	5/27/2008 9:50:22 AM	Remove Katie Ronk's account	Adams, John	Dave	5/27/2008 11:3
19689	5/27/2008 9:38:01 AM	Maggie needs help logging in	Coughlin, Beth	Dave	5/27/2008 9:45
19688	5/27/2008 9:37:20 AM	Help entering invoices in Logos	LaRock, Linda	Dave	5/27/2008 9:37
19687	5/27/2008 8:16:54 AM	Printing problem	Porta, Pat	Bill	5/27/2008 8:17

Completed Work Orders



Warren County IT Completed Work Orders by Month

How we set priorities?

Rule 1

In general, production takes priority over development. To a degree, lost work is lost work and is an equal expense, although a payroll system issue may take priority over a Tourism issue which may take priority over something else which is evaluated (by the IT Director) based on impact to the County. At any given time we could be juggling 10+ production issues.

Usually the number of users come into play...if a system with 40 users is down, it may take priority over a system with 2 users.

Some entities pay for their services directly - DSS (all services), Employment and Training (Telecom), State Courts (telecom), Department of Labor (Telecom), Tourism?(all services)....certainly these department needs would not be put at a low priority.

Service Level agreements are also important.

Rule 2

Once production is under control, we can work on development. The priority for development has been based on value to the County. (time or money). The cost to the County, time and/or money is also evaluated with ROI (Return on Investment) being the bottom line deciding factor, made by the IT Director. Politics can play a factor.

CEO Thoughts

Time is money.

A work transaction done by staff costs \$33, a work transaction done by a computer/system costs 25 cents.

In 2008, Warren County has created more full time employee positions at an approximate cost of \$45,000/year (with benefits), than it has purchased computers at a cost \$ 100/year.

Ditto for 2007.

NYS Counties that have invested in IT over the years have the lower total cost of government per capita. In other words, IT budget is inversely proportional to total budget.

Warren County has been at the lowest rungs of IT investment and you will find that it's cost of government per capita is at the higher rungs.**

IT as part of total budget in business can average 8-20+ %.

Government, not know for their efficiency, averages 3-6%.

Warren County IT is .005, .5%, with hidden IT perhaps a total of 1%.

90% of businesses fail.

Of those that succeed and make a profit/stretch every dollar, Information Technology has now become the #2 investment/expense. In 2008 IT as an expense surpassed Real Estate, and only follows Personnel cost,

Technology

- Cuts costs

- Creates better jobs

- Improves Services

** based on a large sampling (30-40) of NYS Counties. Analysis was done 4 years ago. It did include knowledge of what counties had made a consistent, long term IT investment.