



# Information Technology Board

## December 16, 2008 Meeting Agenda

Leading the way in enterprise-wide technology

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<b>Meeting Date:</b>	12/16/2008	<b>Meeting Time</b>	9:30-11:00 am
		<b>Location:</b>	CCB Room 260
<b>Chairman:</b>	Michael W. Rodman	<b>Interim CIO:</b>	Kevin Ortell

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### Minutes:

- Approval of the October 28, 2008 IT Board Meeting Minutes
- Approval of the November 10, 2008 Meeting Memoranda

### Status Updates:

- IT Board Business
- ISA Report
- ISA Financial Report

### Action Items:

- Resolution #08-22: Authorizing the lease of 400 laptops
- Resolution #08-23: Affirming the Appointment of Manuel Mendez to the EARC
- Resolution #08-24: Recognizing Katherine Price's service to the EARC
- Resolution #08-25: Authorizing the approval of Amendment #2 to extend the term of the Method Factory Agreement through June 30, 2009

### Discussion Items:

- Property System Update

### Adjourn:

The next scheduled IT Board meeting is on January 27, 2009 at 9:30 AM in CCB Room 260

### Attachments:

Contracts < \$100,000



# Information Technology Board October 28, 2008 Meeting Minutes

Leading the way in enterprise-wide technology

<b>Meeting Date:</b>	10-28-08	<b>Building/Floor/Room:</b>	C/C, 2 <sup>nd</sup> floor, Room 260
<b>Meeting Time:</b>	9:30	<b>Chairman:</b>	Michael Rodman
<b>Meeting Purpose:</b>	Monthly Meeting	<b>Interim CIO:</b>	Kevin Ortell

## Information Technology Board Members Present:

<b>Michael Rodman</b>	Marion County Treasurer	Chairperson
<b>Jennifer Ruby</b>	City County Council	Secretary
<b>Julie Phealon</b>	Mayoral Appointee	Voting Member
<b>Judge Collins</b>	Marion County Superior Courts	Voting Member
<b>Chief Deputy Forestal</b>	Marion County Sheriff Department and Proxy	Voting Member
<b>Greg Bowes</b>	Marion County Assessor	Voting Member
<b>Beth White</b>	Marion County Clerk	Voting Member
<b>David Reynolds</b>	City Controller	Voting Member
<b>Kevin Ortell</b>	Information Services Agency	Non-voting Member
<b>Scott Newman</b>	Director of Public Safety	Voting Member
<b>April Schultheis</b>	Office of Corporation Counsel	Legal Counsel (Non-voting Member)

Present: Barbara Brinson, Joe Campbell, Chuck Carufel, John DeCocq, Lesa F. Dietrich, Jeff Hayhow, Aaron Hood, Almeca Jones, Dan Pavey, Ernie Penquite, Rick Petrecca, Dan Pierson, Joe Lex, Jim Nelson, Jim Ruddell, Giesla Schepers, Jeff Snodgrass, Ann Sutton, Barbara Thompson, Marv Thornsberry, Brian Tulga, Renee' Washington, Amber Watkins, Kenneth Williams, Carol Hoberty

Guests: Sean Fahey, Quest Information System; Frank Short, Jon Kizer, DPA; Arleen Acton and Ami Guilfoy, LoGO Indiana; Pete Daniels, DAI; Sam LeStourgen, IBM; Walter Duff, Unisys; Brady Marvel, Savvis; Tamara O'Malley, IKON

The October 28, 2008 IT Board meeting was called to order at 9:34 by Mr. Rodman, Marion County Treasurer.

## Minutes



# Information Technology Board

## October 28, 2008 Meeting Minutes

Leading the way in enterprise-wide technology

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### Approval of the September 12, 2008 Meeting Memoranda, September 23, 2008 Meeting Minutes, and October 13, 2008 Meeting Memoranda

Ms. White, Marion County Clerk, made a motion to approve the three referenced minutes. The motion was seconded by Ms. Ruby, Council appointee, and carried unanimously.

### **CIO Update**

Mr. Reynolds, City Controller, presented the CIO search update. The search committee has met on a couple of occasions and reviewed applications received. The committee is no longer accepting applications and interviews have begun.

### **ISA Report**

Mr. Ortell, Interim CIO, presented the ISA report. The Accela Automation project is six weeks from the 'go live' date. ISA is busy working through data conversion and various interfaces. Train-the-trainer and fundamentals training for most users is complete and advanced training is underway. Criminal and Civil Case Management will go live with traffic courts in January of 2009. Washington and Center small claims courts are already moved to Odyssey. The remaining small claims courts are to be implemented between December of this year and December of next year. DAI finished with coding on the Marion County side of the interface and the team is working with JTAC on testing. FileNet is moving ahead and resources are working with Health and Hospital to meet business needs. Performance Point which is a part of the IndyStat initiative pilot was last week. The vendor was working with OFM, DPW and ISA to identify deeper the requirements of posting statistics. The MOSS 2007 Indy.gov Internet website was temporarily taken down due to some technical issues. ISA is working with SharePoint experts and Microsoft to resolve these issues and move the website back into production as quickly as possible. PVDNet is working through the State certification process with the Indiana Department of Local Government Finance.

Mr. Ortell continued with Operational Initiatives including an update on the data center to make it more scalable and efficient.

### **Vendor Performance**

NG and DAI met all service levels for September.

### **ISA Financial Report**



# Information Technology Board

## October 28, 2008 Meeting Minutes

Leading the way in enterprise-wide technology

Mr. Hood, CFO, presented the ISA Financial Report which covers reporting through September 2008. The first of the three major areas reviewed is the Expenses year-to-date. ISA has spent \$26.7 million which equates to 64.8 percent of the budget which is almost identical to this same time last year. The revenue collected vs. budget through September is at 74 percent. The County has caught mostly up in the past month. Overall, revenue is on track relative to last year at this time and where we should be for 9/12ths of a year. Service contract comparison through September of this year is a little over \$9.8 million spent in the three major service areas with our 2 major vendor-partners. Relative to last year there is a variance of just over \$2 million due to True-up and credits that went away. Mr. Hood added ISA will go before Administration and Finance Committee of the City-County Council tonight for a Fiscal Ordinance to transfer under spending in Character 1 to Character 3. This has no net new appropriation effect.

### Minority-Owned/Women-Owned Business Enterprise (MBE/WBE) Update

Mr. Hood presented the MBE/WBE update. As a reminder, Mr. Hood explained that only MBE/WBEs on the City's certified vendor list are being counted towards this calculation. ISA has been working with the Department of Minority Business Development & the Purchasing Department in fine tuning reporting to be consistent with all Departments & Agencies across the Enterprise reporting these statistics. Efforts with the State on reciprocity are underway so that if a vendor is certified with the State they would automatically be certified with the City. Mr. Hood thanked ISA's vendor partners Northrop Grumman, Daniels and Associates, Dell, Dixon Phone Place, Woolpert, Quest Information Systems, PVDNet, and Crowe Chizek that have helped with contributing to these numbers. The third quarter Net MBE/WBE is 20.55%. A break down of individual categories is included in the packet. Some vendors are listed as both MBEs/WBEs (dual-certification). The year-to-date total through 3<sup>rd</sup> quarter is 17.94 percent. The individual vendors and dollars spent each quarter are provided in the back of the report.

### LoGO Quarterly Report

Mr. Petrecca, SA3 Manager, presented the LoGO Indiana report highlights. Services online collected were 2 million dollars in statutory fees and fines. Deposits received total just under \$35,000 with a year to date over 6 million in business transactions collected. Mr. Petrecca reported that 380,000 transactions were conducted online which means 380,000 visits to government offices were avoided. LoGO Indiana will be placing an ad in Chamber of Commerce publication 'The Catalyst' and online in the IndyStar site to generate more business via those ads.



# Information Technology Board

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### Action Items

#### Resolution 08-20 DAI Contract Renewal

Mr. Petrecca and Ms. Thompson, Contracts Manager, presented Resolution 08-20. Ms. Thompson stated that ISA is requesting approval of Amendment Number 7 with Daniels and Associates. Mr. Petrecca summarized that the Resolution was before the Board two months ago. The original amendment has been split between the EBIRS software which was approved and the contract renewal. The contract includes the same pricing for next year with a 5 percent raise the following year. Service level agreements have been added to tighten up deliverables from the vendor. Judge Collins offered appreciation for the work by all to resolve issues. Mr. Reynolds stated that he would follow up publicly with acknowledging much discussion with courts took place to understand their concerns. Mr. Reynolds continued that productive discussion facilitated moving forward and addressing concerns. The efforts by ISA and the Courts are appreciated. Mr. Reynolds made a motion to approve Resolution 08-20. The motion was seconded by Ms. Ruby and passed unanimously.

#### Resolution 08-21 Establishment of IT Functional Groups

Ms. Thompson presented Resolution 08-21 which redefines and establishes functional groups of the IT Team. The group had a working session. The Board has the power and duty to define at least five (5) functional classifications for representation of the various subject agencies on the IT Team. The five groups are Financial, Public Safety, Citizen Services, Internal Services and Judicial. All agencies fall in between those groups. Mr. Reynolds suggested discussion of each functional group and how information will funnel back to Board and what the expectations of members are. Mr. Ortell responded that as part of the Strategic Plan the recommendation was made to identify groups. The Team has gone through several revisions in the past few years. Mr. Ortell explained the intent of organizing groups that make sense from both a system and business perspective. Public Safety is a priority for the entire enterprise and covers areas such as the Crime Lab and Animal Care and Control. External Services includes areas such as the Township Assessors, IndyParks, the Department of Public Works and the Election Board. Internal Services are agencies that service the rest of the enterprise such as Human Resources, the Information Services Agency, the Office of Corporation Counsel, and Building Authority. Judicial agencies include the Clerk's Office, the Prosecutor's Office, and Superior Courts. Representatives will be nominated and ratified before this Board.



# Information Technology Board

## October 28, 2008 Meeting Minutes

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Ms. White added that the function groups are addressed by ordinance. The teams will function as a sounding board for ideas and aide the IT Board in making more informed decisions. Ms. Ruby added that the important people chosen are vital to the process for the City and County. Ms. Ruby encouraged those serving to take the role seriously and noted managers should accommodate the time required by employees serving. Judge Collins noted that the Public Safety group and the Judicial group may want to meet together. Mr. Ortell offered he would like for the IT Team to discuss initiatives as they roll out.

Ms. White made a motion to approve Resolution 08-21. The motion was seconded by Ms. Ruby and passed unanimously.

### Discussion Items

#### Strategic Plan

Ms. Watkins, Lead Project Manager, narrated a PowerPoint Presentation of the Project Management Office Assessment Executive Summary as it relates to the Strategic Plan.

#### 2009 IT Board Schedule

Mr. Bowes recommended acting on the proposed 2009 Board schedule and made a motion to adopt the 2009 schedule. Ms. White requested to amend the motion subject to any unanticipated changes. The motion was seconded by Ms. Phealon, Mayoral Appointee, and passed unanimously.

The next IT Board meeting is November 25, 2008.



## **MEMORANDA OF PUBLIC MEETING BOARD OF DIRECTORS MARION COUNTY INFORMATION TECHNOLOGY BOARD**

Members in Attendance: Michael Rodman, Director Newman, Jennifer Ruby, Greg Bowes

Also in attendance: April E. Schultheis, Kevin Ortell, Aaron Hood, Scott Hohl, and Barbara Thompson

Members not in Attendance: Judge Collins, Julie Phealon, Kerry Forestal, David Reynolds, Beth White

The Marion County Information Technology Board ("IT Board") conducted a public meeting on Monday, November 10, 2008, at 4:00 p.m. The meeting took place in the Room 224 of the City-County Building, located at 200 E. Washington Street, Indianapolis, Indiana, 46204. The IT Board completed Office of Corporation Counsel Ethics Training I.C. § 5-14-1.5-5.

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Michael Rodman, Chair

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Jennifer Ruby, Secretary

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# Information Technology Board

## December 2008 ISA Report Summary

Leading the way in enterprise-wide technology

### *ISA Project Status*

<i>ISA Major Business Initiatives</i>	
Improve Customer Service	Improve Quality of Service
Improve Operation Efficiencies and Reduce Cost	Increase Understanding of Constituent Interactions
Increase Transparency to Citizens	Make the Region Safer & Healthier
Improve Neighborhoods	Accelerate Economic Development

<i>ISA Project Summary</i>			
Project	Business Initiative	Status	Phase
Conflict Resolution Report Enhancements	Improve Operation Efficiencies and Reduce Cost	Blue	Closing
My Property Tax Web Page updates	Improve Customer Service	Blue	Closing
Accela Automation	Improve Operation Efficiencies and Reduce Cost	Yellow	Executing
Automated Chuckhole Processing	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Business Intelligence	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Criminal/Civil Case Management	Improve our Understanding of Constituent Interactions	Green	Initiating
Domestic Violence Case Information	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Enterprise Resource Planning (ERP)	Improve Customer Service	Green	Initiating
Exact Target	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Enterprise Vault (E-Vault)	Improve Quality of Service	Green	Executing
FileNet Upgrade	Improve Operation Efficiencies and Reduce Cost	Green	Executing
MOSS 2007	Improve Quality of Service	Green	Executing
Municipal Wireless Feasibility Study	Accelerate Economic Development	Green	Executing
OTIS Implementation – ISA	Improve Operation Efficiencies and Reduce Cost	Green	Executing
OTIS – Time Entry Component Rewrite	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Property System Replacement	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Storage Assessment	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Sun Server Migration	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Supervisory Special Report	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Verizon Wireless Services	Improve Operation Efficiencies and Reduce Cost	Green	Executing

*Note: The keys for Project Status and Phase are located on the last page of this report.*



# Information Technology Board

## December 2008 ISA Report Summary

Leading the way in enterprise-wide technology



### Closed Projects

**Conflict Resolution Report Enhancements:** The rewritten MCPO Conflict Resolution Case Management application was deployed to production earlier this year replacing an in-house developed Microsoft Access application. The original version only included some simple report options. This project added a set of web-based, adhoc, complex reports.

**My Property Tax Webpage:** The popular web page allowing property owners to view their latest, updated property tax bill information was updated and deployed to show the provisional property tax bill amounts.

### On-Going Projects

**Accela Automation:** Project status is now yellow. Continuing conversion issues & user-requested scope changes (Investigation & Violation cases) are impacting finalizing a new go-live date. The infrastructure (hardware and software) to support Accela IVR is now in place & integration testing will begin. Configuration of Accela to meet the Indianapolis-specific requirements continues: Configuration 88%; Reports 74%; Data mapping / conversion 79%; Interfaces 84%. Testing continues but shifts from configuration testing to a focus on data conversion. ISA, the Licensing Division and DMD are beginning to gather requirements and define scope for an Accela implementation within Licensing.

**Automated Chuckhole Processing:** DAI is designing and developing a web page that not only allows constituents to report chuckholes, but it will also perform the validations required and create a work order in the DPW Hansen application. Once it has been added to Hansen, the existing interface to Siebel will create a corresponding MAC ticket for

tracking and reporting. This is intended to be a temporary solution until the Siebel Portal can be implemented.

**Business Intelligence:** 21Tech has completed their analysis and design of the data obtained from our business SME's. The first week of December they returned to Indy to finalize the design phase, meeting with the business SME's again to clear up some information gaps and make sure everyone is on the same page. 21Tech is now in the development phase of the system. At this time, we are progressing on schedule.

**Criminal/Civil Case Management:** The following Marion County entities are scheduled to deploy with Odyssey in the following timelines: Franklin Township went live in December 2008, Marion County Traffic – January 2009, Lawrence Township – February 2009, Warren Township – April 2009, Perry Township – June 2009, Wayne Township – August 2009, Pike Township – October 2009, and Decatur Township – December 2009. A deployment date for Marion Superior Courts has not been determined.

**Domestic Violence Case Management (DV):** Development is underway on the new .NET version of the MCPO DV Case Management application that will replace the existing Microsoft Access version. Application and Database design has been completed, as have the database conversion scripts.

**Enterprise Resource Planning (ERP):** ISA and OFM continue work on an RFS for consultative services to assist in detailed requirements gathering, vendor selection and contract negotiation. A draft version of the RFS is circulating for feedback within ISA and OFM at this time. The RFS is expected to be released by the end of 2008.

**Exact Target:** This is an email marketing solution being implemented Enterprise-wide. The functionality of Exact Target will replace our current solution which allows users, including the public, to sign up for listservs and newsletters via the website. The implementation is expected to occur on December 19, 2008, pending training of users.



# Information Technology Board

## December 2008 ISA Report Summary

Leading the way in enterprise-wide technology

### **FileNet Upgrade and Interface Development:**

Users continue to test the interface with no issues. Some questions surround the potential capabilities of the interface regarding the addition of originally unforeseen functionality. These issues are currently being researched. Scan software upgrades are currently being re-ordered due to an incorrect specification shipment. These upgrades must precede solution rollout.

**MOSS 2007:** A new go-live date of December 22, 2008 has been established. Users are reviewing and updating content prior to the go-live. ISA has coordinated a full day workshop enabling users to receive assistance and additional training on editing the new sites. The workshop is scheduled for Friday, December 12, 2008. The Intranet phase is still in pilot mode.

**Municipal Wireless Feasibility Study:** The Scope of Work has been finalized. Currently the team is working on analyzing uses and applications for municipal wireless across the City.

**OTIS Implementation – ISA:** The required changes have been completed and the application has been deployed for user acceptance testing (UAT). Once UAT is complete the application will be scheduled for deployment to production. ISA is planning to run the old and the new applications in parallel for a couple of pay periods.

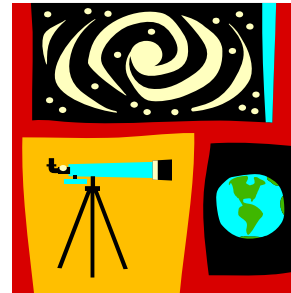
**OTIS - Time Entry Component Rewrite:** DAI continues working on designing the User Interface (UI) for the new .NET time entry component. Once completed, it will be distributed to the current users for review, comments and possible approval.

**Property System Replacement:** The 07pay08 Provisional Tax Bills have been printed and mailed to the Taxpayers. The PVDNet/iNovah, Treasurer's Cashiering System, interface has been implemented into production. PVD is scheduled to undergo Certification retesting with State Department of Local Government and Finance on Thursday, December 4, 2008. During the next month, the project team will be concentrating their efforts in several areas including: 1) Prioritizing and fixing application problems and remaining data conversion issues; 2) Implementing the remaining PVDNet 3.1 Auditor and

Treasurer functionality; and 3) Completing tasks needed for the 07pay08 Reconciliation Tax Bills.

**Supervisory Special Report:** The changes addressing the problems with the WISE database (discovered last month) have been completed and deployed for User Acceptance Testing (UAT). We are awaiting signoff and acceptance of the application for deployment to production so the pilot program can begin.

**Verizon Wireless Services:** The migration to Verizon is continuing as many departments / agencies have now been migrated. The project is moving forward focusing on having all departments / agencies migrated by the first quarter of 2009. To date, there are sixteen Departments/Agencies complete.



### **ISA Operational Update**

**Enterprise Vault (E-Vault):** There are three tasks remaining on this project. First, troubleshoot approximately 2,500 remaining .pst file migrations. Second, manually import about 500 orphaned .pst files. Third, clean up of .pst files on file servers and workstations (files not successfully deleted post-migration).

**Storage Assessment:** There has been no change since last report. The objective of this initiative is to provide more cost effective database and file storage services by consolidating the number of servers used to provide those services. The migrations of Oracle SQL Server databases to the new 64-bit environment are ongoing. The assessment of the potential consolidation of existing file servers is contingent on the MOSS implementation and remains in the planning phase.

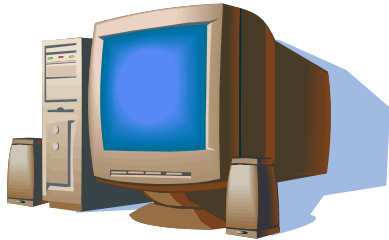


# Information Technology Board

## December 2008 ISA Report Summary

Leading the way in enterprise-wide technology

**Sun Server Migration:** The objective of this initiative is to move services off of the aging Sun Server infrastructure to the Intel Server platform in order to reduce data center operating costs by consolidating server hardware platforms. This initiative has three phases: database, application and infrastructure services migrations. The database migration is ongoing; testing and migration of Java Applications to the Intel platform has begun; the migration of Domain Name Services (DNS) to Windows is near completion; the migration of File Transfer Protocol (FTP) services and other infrastructure services is underway. This project is expected to be complete in the first quarter of 2009.



### Vendor Performance

**Northrop Grumman:** The ISA Helpdesk took 4,491 requests for assistance in November. NG completed 685 regular Install, Moves, Adds and Changes (IMAC) for the month of November and zero (0) Project IMACs in November. NG completed 195 PC / Laptop refreshes in the month of November. NG did not miss any SLA's for the month of November.

**DAI:** DAI met all of the established SLR for the month of November. There were 180 Application Services tickets opened and 170 closed during the month.

### Project Keys

Status Key	
<b>Blue</b>	Project has been completed. This is the last time it will appear on this report.
<b>Red</b>	The project is experiencing significant delays, potential cost overruns, or critical failure. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action is needed.
<b>Yellow</b>	The project is experiencing minor delays or minor cost overruns or the project has encountered problems, which put it at risk of either going over-budget or missing deadlines. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget
<b>Green</b>	Project is on time and on budget with no delays or budget issues anticipated.
<b>Black</b>	This project has been placed on long term hold, terminated early, or retired

Phase Key	
<b>Initiating</b>	Defining and authorizing the project, including prioritization.
<b>Planning</b>	Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.
<b>Executing</b>	Performing the work of the project according to the scope, schedule and cost baselines established in Planning
<b>Closing</b>	Formal acceptance of the product, service or result

Information Services Agency  
IT Strategic Plan - High Level Timeline

Goal	Effort	Impact	Planned Start	Estimated Duration	On Target	Lead
G1. Focus IT Governance on Enterprise Leadership	H	H	Q3 2008	12 months	Y	Ortell
G2. Develop a Strategic Portfolio Management Process	M-H	H	Q4 2008	12 months	Y	Watkins
G3. Create a Formal Communications Plan	H	H	Q1 2009	3 months	Y	Watkins
G4. Renew the IT Strategic Plan Over Time	M	H	Q3 2008	42 months	Y	Watkins
O1. Update and Communicate Functional Roles Within ISA	M	M	Q1 2009	12 months	Y	Watkins
O2. Implement Relevant Components of ITIL Methodology	H	H	Q2 2009	12 months	Y	Brummit
O3. Review and Improve Vendor Management (NG, DAI, LOGO)	M	M-H	Q3 2008	18 months	Y	Watkins
F1. Update the Chargeback Model	M	H	Q1 2009	6 months	Y	Hood
F2. Implement Service Level Agreements	H	M	Q3 2009	6 months	Y	Hood
F3. Build and Utilize the Fund Balance to Support Enterprise Initiatives	M	H	Q1 2009	12 months	Y	Hood
F4. Offer a Qualified Purchasing Agreement (QPA) Service	L	M	Q3 2009	6 months	Y	Hood
F5. Adjust Budget / Chargebacks Based on Qtly Review of NG "True-Up" Estimates	M	H	Q1 2009	3 months	Y	Hood
T1. Expand Teleconferencing Options	L	L	Q1 2009	1 month	Y	Schepers
T2. Incorporate Telecommunication Requests with Help Desk Process	M	M	Q1 2009	3 months	Y	Brummit
T3. Develop a Unified Communications Strategy	M	M	Q1 2009	3 months	Y	Schepers
T4. Extend GIS User Community	L	M	Q4 2008	12 months	Y	Carufel
T5. Implement Ongoing Maintenance for GIS Environment	M	M	Q4 2008	3 months	Y	Carufel
T6. Implement Aggressive Network Monitoring and Capacity Planning Process	H	H	Q1 2009	12 months	Y	Brummit
T7. Implement an Identity and Access Management Strategy	M	H	Q1 2009	6 months	Y	Brummit
T8. Update the PC Refresh Policy	M	H	Q3 2008	6 months	Y	Carufel
T9. Adjust the Help Desk Process and Monitoring	M	H	Q1 2009	3 months	Y	Brummit
T10. Increase Security Protocols within the Network	L	M	Q4 2008	12 months	Y	Brummit
T11. Apply the SDLC For all New Custom Development Projects	M	H	Q3 2008	12 months	Y	Petrecca
T12. Apply Consistent Techniques for Application Integration	M	H	Q1 2009	12 months	Y	Petrecca
T13. Establish a Master Data Management Strategy	H	H	Q1 2009	6 months	Y	Petrecca
T14. Implement an Enterprise Collaboration Strategy	M	H	Q1 2009	6 months	Y	Petrecca
T15. Implement a Business Intelligence Strategy	M	H	Q3 2008	12 months	Y	Petrecca
T16. Continue Lights On Activities (Invest for the Long-Term)	M	H	Q3 2008	42 months	Y	Brummit



## Financial Report

This report describes the financial position of ISA in three areas: Expenses, Revenue, and Service Area Contract Comparison.

### 2008 vs. 2007 November Year-to-Date Expenses

<i>Characters</i>	<b>Budget 2008</b>	<b>YTD Nov-08</b>	<b>% Used</b>	<b>Budget 2007</b>	<b>YTD Nov-07</b>	<b>% Used</b>
<b>TOTAL EXPENSE</b>	<b>\$41,193,003</b>	<b>\$31,559,083</b>	<b>76.6%</b>	<b>\$38,126,627</b>	<b>\$27,746,742</b>	<b>72.8%</b>
Char 1 - Personnel & Fringes	\$2,692,806	\$2,358,305	87.6%	\$2,703,063	\$2,452,587	90.7%
Char 2 - Supplies	\$28,463	\$6,654	23.4%	\$30,664	\$22,864	74.6%
Char 3 - Contractual Services	\$38,461,734	\$29,193,521	75.9%	\$35,363,470	\$25,243,485	71.4%
Char 4 - Capital & Equipment	\$10,000	\$603	6.0%	\$29,430	\$27,806	94.5%

ISA expenditures year-to-date total a little more than \$31.5 million or 76.6% of budget. The 2008 budget includes approximately \$9.6 million in prior year purchase orders. The 2008 YTD expense for character 3 includes \$6.82 million carried over from 2007.

### 2008 vs. 2007 November Year-to-Date Revenue

	<b>Budget 2008</b>	<b>YTD Nov-08</b>	<b>% Collected</b>	<b>Budget 2007</b>	<b>YTD Nov-07</b>	<b>% Collected</b>
<b>TOTAL REVENUE</b>	<b>\$26,603,208</b>	<b>\$24,446,026</b>	<b>91.9%</b>	<b>\$28,445,199</b>	<b>\$26,216,202</b>	<b>92.2%</b>
<b>Chargeback/Pass Through</b>						
City	\$12,514,064	\$12,344,797	98.6%	\$13,673,810	\$13,236,539	96.8%
County	\$12,212,790	\$9,394,001	76.9%	\$12,792,814	\$10,353,109	80.9%
Other (Outside Agencies)	\$264,097	\$216,318	81.9%	\$200,745	\$208,279	103.8%
<b>Telephones</b>						
City	\$838,374	\$1,284,319	153.2%	\$794,472	\$1,306,785	164.5%
County	\$661,025	\$858,089	129.8%	\$626,410	\$760,326	121.4%
Other (Outside Agencies)	\$112,858	\$304,231	269.6%	\$106,948	\$192,731	180.2%
Miscellaneous Revenue	\$0	\$44,271	-	\$250,000	\$158,433	63.4%

ISA has collected a little more than \$24.4 million dollars or 91.9% of our projected revenue for 2008, which includes payments received from the 4<sup>th</sup> quarter 2007 billings (i.e. "cash basis" recognition).

### 2008 vs. 2007 Service Area Contract Comparison

<b>Actual Cost</b>	<b>YTD Nov-08</b>	<b>YTD Nov-07</b>	<b>Variance</b>
<b>TOTAL</b>	<b>\$11,772,340</b>	<b>\$9,587,915</b>	<b>\$2,184,425</b>
Service Areas 1 & 2 (Data Center, Network, Help Desk, & Distributed Computing)	\$8,763,342	\$6,665,431	\$2,097,911
Service Area 3 (Application Development)	\$3,008,998	\$2,922,484	\$86,514



## RESOLUTION #08-22

### INFORMATION TECHNOLOGY BOARD

#### **Board Resolution to authorize lease under the Master Lease Agreement between the Information Services Agency and Dell Marketing L.P.**

**WHEREAS**, after receiving proposals for Master Leasing Services, the Information Technology Board by Resolution #02-04 and Resolution #02-05 authorized the Information Services Agency (ISA) to enter into master lease arrangements with IBM and Dell to provide equipment to City and County entities as needed and delegated to the Chief Information Officer the authority to award contracts pursuant to the master leases to lease technology equipment; and

**WHEREAS**, pursuant to Resolutions #02-04 and #02-05 the ISA entered into Municipal Master Lease No. 1683032 (Master Lease), dated October 14, 2002, and an amendment to the Master Lease, also dated October 14, 2002; and

**WHEREAS**, on January 2, 2007, ISA released a request for Proposal in order to obtain a vendor for the leasing of computer hardware; and

**WHEREAS**, the Information Technology Board by Resolution #07-02 selected Dell Marketing, L.P. (Dell) as the vendor to supply computer hardware; and

**WHEREAS**, based on Resolution #07-02 the ISA executed a Second Amendment to Municipal Master Lease on July 11, 2007, which acknowledged that Resolution #07-02 replaces Resolution #02-05 as Exhibit B to the Master Lease and made other minor amendments and confirmed that except as amended by the Second Amendment that the Master Lease Agreement shall remain in full force and effect; and

**WHEREAS**, ISA seeks approval to lease equipment under Schedule No. 3064838 pursuant to Municipal Master Agreement;

**NOW, THEREFORE BE IT RESOLVED THAT** the Information Technology Board 1) authorizes ISA to enter into the lease of equipment, pursuant to the Master Lease Agreement with Dell, under Schedule No. 3064838 in the annual fixed amount of \$159,496.16 for three years for the lease of 400 Dell Latitude D630 laptop computers as defined in Exhibit A; and 2) authorizes the Chief Information Officer to execute said AGREEMENT.

**NOW THEREFORE BE IT RESOLVED,**



# Information Technology Board

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Michael W. Rodman, Chairman  
(Information Technology Board)

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Jennifer Ruby, Secretary  
(Information Technology Board)

December 16, 2008



# Information Technology Board

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## RESOLUTION #08-23

### INFORMATION TECHNOLOGY BOARD

#### **Resolution to affirm a newly Appointed Member of the Enhanced Access Review Committee**

**WHEREAS**, Section 285-306 of Code of Consolidated City of Indianapolis/Marion County empowers the chairperson of the IT Board to appoint members to the Enhanced Access Review Committee ("Committee") and requires the IT Board to approve such appointments, and;

**WHEREAS**, the Code permits the IT Board to appoint an indefinite number of members to an indefinite term, and;

**WHEREAS**, the Board wishes to continue the practice of appointing members who represent many offices and viewpoints within City-County government.

**NOW, THEREFORE BE IT RESOLVED THAT** the chairperson hereby appoints and the IT Board hereby approves the appointment of the following individuals as members of the Enhanced Access Review Committee, effective immediately:

Manuel Mendez, Office of Finance and Management

The Board further directs the Chief Information Officer to assign Information Services Agency staff to attend the monthly Committee meetings to advise the Committee on the Agency perspective on enhanced access issues.

**NOW THEREFORE BE IT RESOLVED,**

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Michael W. Rodman, Chairman  
(Information Technology Board)

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Jennifer Ruby, Secretary  
(Information Technology Board)

December 16, 2008



# Information Technology Board

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## RESOLUTION #08-24

### INFORMATION TECHNOLOGY BOARD

**A resolution to recognize the services of Katherine Price for her services to Enhanced Access in Marion County, Indiana.**

**WHEREAS**, the Information Technology Board and the Enhanced Access Review Committee and its predecessor, the Enhanced Access Board, are charged with providing oversight of Marion County's application of the Enhanced Access laws of the State of Indiana as codified in the Revised Code of the Consolidated City and County, Section 135-512; and

**WHEREAS**, the development of Enhanced Access to public information has provided significant benefits to the Citizens of the City of Indianapolis-Marion County, Indiana; and

**WHEREAS**, service on the Enhanced Access Review Committee allows this body to effectively carry out its obligations; and

**WHEREAS**, Katherine Price, as a representative of the Marion County Township Assessors, has served honorably on both the Enhanced Access Review Committee and its predecessor, the Enhanced Access Board, from 1999 to the present.

**NOW, THEREFORE BE IT RESOLVED** that the Information Technology Board hereby gratefully recognizes Katherine Price for her years of service to the public as a member of the Enhanced Access Review Committee.

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Michael W. Rodman, Chairman  
(Information Technology Board)

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Jennifer Ruby, Secretary  
(Information Technology Board)

December 16, 2008



# Information Technology Board

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## RESOLUTION # 08-25 INFORMATION TECHNOLOGY BOARD

### Board Resolution to approve the Amendment Number Two between the City of Indianapolis/Marion County Information Services Agency and MethodFactory, Inc.

**WHEREAS**, on August 1, 2007 the Information Services Agency ("ISA") entered into a Master Agreement ("AGREEMENT") with MethodFactory, Inc. for technical resources through March 31, 2008; and

**WHEREAS**, the Information Services Agency previously determined the need to extend the length of term for this AGREEMENT to allow for completion of current Scope of Work; and

**WHEREAS**, the parties by Amendment Number 1, extended the term of the AGREEMENT through December 31, 2008; and

**WHEREAS**, the Information Services Agency has now determined the need to extend the length of term for this AGREEMENT to allow for completion of current Scope of Work; and

**WHEREAS**, by this Amendment Number Two, the Information Services Agency desires to extend the term of the AGREEMENT through June 30, 2009; and

**WHEREAS**, all other terms and conditions of the AGREEMENT shall remain the same as if set forth in Master Agreement.

**NOW THEREFORE BE IT RESOLVED**, that the Information Technology Board 1) authorizes ISA to extend the term of the MethodFactory Master Agreement through June 30, 2009; and 2) authorizes the Chief Information Officer to execute said AGREEMENT.

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Michael W. Rodman, Chairman  
(Information Technology Board)

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Jennifer Ruby, Secretary  
(Information Technology Board)

December 16, 2008

AMENDMENT NO. 2  
TO  
MASTER AGREEMENT  
BETWEEN  
METHOD FACTORY, INC.  
AND  
THE CONSOLIDATED CITY OF INDIANAPOLIS-MARION COUNTY  
INFORMATION SERVICES AGENCY  
FOR  
MOSS IMPLEMENTATION

THIS AMENDMENT No. 2, is entered by and between the Consolidated City of Indianapolis-Marion County Information Services Agency (hereinafter referred to as ISA), and MethodFactory, Inc. (hereinafter referred to as Contractor):

WITNESSETH THAT:

WHEREAS, ISA entered into an AGREEMENT with CONTRACTOR to provide content management services MOSS 2007 implementation professional services effective August 1, 2007, through March 31, 2008; and

WHEREAS, the Information Services Agency has determined the need to extend the length of the term for this Agreement to allow for completion of current Scope of Work; and

WHEREAS, the parties, by Amendment Number 1, extended the term of the Agreement through December 31, 2008; and

WHEREAS, the parties, by this Amendment Number 2, again desire to extend the term of the Agreement through June 30, 2009; and

NOW, THEREFORE, in consideration of the mutual promises hereinafter enumerated, the parties agree as follows:

1. The term of the AGREEMENT is extended through June 30, 2009.
2. All other terms and conditions of the basic AGREEMENT and Amendment Number 1 shall remain the same as if set forth herein.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates subscribed below.

Consolidated City of Indianapolis-Marion  
Marion Information Services Agency (ISA)

MethodFactory, Inc. ("Contractor")

By: \_\_\_\_\_

By: \_\_\_\_\_

Printed: \_\_\_\_\_

Printed: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

APPROVED AS TO FORM & LEGALITY:

APPROVED FOR EXECUTION:  
 APPROVED AS TO AVAILABILITY OF  
FUNDING:

By: \_\_\_\_\_

April E. Schultheis  
Office of Corporation Counsel

By: \_\_\_\_\_

David P. Reynolds  
City Controller

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized by Board (if required).

ATTEST:

By: \_\_\_\_\_

Board Secretary

Date: \_\_\_\_\_

# December IT Board Meeting Property Tax System Replacement Project Status Report





# Agenda

- ➔ Property Project Motto
- ➔ Accomplishments
- ➔ Project Risks
- ➔ Next Steps
- ➔ Overall Project Status
- ➔ Questions



## Property Project Motto - Flexibility

### ➔ Integrated Timeline of all Property Tax-related Projects

- ✓ Reassessment - **completed**
- ✓ 06pay07 Reconciliation Tax Bills - **completed**
- ✓ 06pay07 Settlement - **completed**
- ✓ Rebate Checks - **completed**
- ✓ PVDNet 3.1 Implementation (new property tax system) – **75%**
- ✓ Tax Sale - **completed**
- ✓ 07pay08 Provisional Tax Bills - **completed**
- ✓ 07pay08 Provisional Settlement
- ✓ 07pay08 Reconciliation Tax Bills
- ✓ 07pay08 Reconciliation Settlement



# Accomplishments

- ➔ Implemented PVDNet Personal Property Detail Functionality
- ➔ Reassessment was completed
- ➔ 06pay07 Reconciliation Tax Bills were sent out
- ➔ Rebate Checks were sent out
- ➔ Tax Sale was successfully completed



# Accomplishments

- ➔ The CAMA and Property data has been converted from legacy into PVDNet
- ➔ The PVDNet 3.1 Assessor module has been implemented into production
- ➔ The liabilities have been successfully converted from Legacy to PVDNet
- ➔ 07pay08 Provisional Tax Bills have been printed and mailed out
- ➔ Certification of PVDNet 3.1
- ➔ Training for “Other Users” is underway



## Project Risks

➔ Poor response Time



## Next Steps

- ➔ Resolution of PVDNet/Assessors Bug/Fixes
- ➔ Resolution of PVDNet/Treasurer Issues
- ➔ Implementation of the remaining PVDNet 3.1 Auditor and Treasurer functionality
- ➔ 07pay08 Reconciliation Tax Bills
- ➔ Implementation of PVDNet version 3.2.



# Project Status

- ➔ The Property Tax System Replacement Project is on budget!

# Questions?

## **INFORMATION SERVICES AGENCY**

200 E. Washington Street, Suite 1942

[www.Indygov.Org](http://www.Indygov.Org)

317-327-3100

Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or chargeback	MBE/WBE	Notes
2/4/2008	ISA	Copy equipment for ISA, DAI, Northrop Grumman	HPS	\$ 8,671.32	\$ 26,013.96	ISA	No	
2/10/2008	ISA	Creative direction, graphic design for the design update to ISA's intranet site.	Three Sixty Group	\$ 1,000.00	\$ 1,000.00	ISA	No	
2/15/2008	ISA	Dedicated Access - Ethernet - Camera Project	Bright House	\$ 23,650.00	\$ 66,200.00	ISA	Yes	Includes 1X install cost
2/15/2008	ISA	Cable Modems (18 Modems) - Camera Project	Bright House	\$ 17,100.00	\$ 65,700.00	ISA	Yes	Includes 1X install cost
3/11/2008	ISA	Software Development Life Cycle (SDLC)	Theoris	\$ 11,200.00	\$ 11,200.00	ISA	No	
3/11/2008	ISA	Telephone Services Database Manteca	AnchorPoint	\$ 10,494.00	\$ 20,988.00	ISA	No	
5/31/2008	ISA	Telecom Audits Cost Savings Contract	Recovery Cons.	\$ -	\$ -	ISA	Yes	Fee based on recovery
6/11/2008	ISA	Redesign of indy.gov	Three Sixty Group	\$ 2,500.00	\$ 2,500.00	ISA	No	
7/1/2008	ISA	Management level consultative assistance	Premis	\$ 49,788.00	\$ 49,788.00	ISA	No	Contract Negotiations
8/26/2008	ISA	Expand Edify IVR system	Waterfield Technologies	\$ 35,845.00	\$ 35,845.00	ISA	No	
9/30/2008	ISA	Business Analyst Training for Business Relations Managers - BUCEC	TechSkills	\$ 20,050.00	\$ 20,050.00	ISA	No	Scheduled 12/08
9/30/2008	ISA	IT Research and Advisory Services	Gartner	\$ 54,650.00	\$ 54,650.00	ISA	No	Membership
9/30/2008	ISA	Integration Filenet software with Accela Automation	Prescient	\$ 45,000.00	\$ 45,000.00	ISA	No	
9/12/2008	ISA	Project Management Assessment	Direct Path	\$ 60,750.00	\$ 60,750.00	ISA	No	
10/20/2008	ISA	Business Analyst for Accela Project	Quest	\$ 45,000.00	\$ 45,000.00	ISA	No	
10/20/2008	ISA	Training for Project Manager on Accela Automation	eGov	\$ 2,000.00	\$ 2,000.00	ISA	Yes	
10/20/2008	ISA	ExactTarget provide Web-based Email Marketing Services	ExactTarget	\$ 20,800.00	\$ 62,000.00	ISA	No	
10/20/2008	ISA	For Network Manager Services	LoGO Indiana	\$ -	\$ -	ISA	No	Six Mo. Extension