Information Technology Board Agenda

Leading the way in enterprise-wide technology

Date:  June 25, 2013       Time:  9:30 - 11:00 am       Location:  CCB Rm 260

Chairperson:  Ms. Elizabeth L. White       CIO:  Mr. Kevin R. Ortell

Minutes:
- Approval of the May 28, 2013 Meeting Minutes – Chairperson White

Status Updates:
- IT Board Business – Chairperson White
- ISA Report – Mr. Kevin Ortell
- ISA Financial Report – Mr. Ken Clark

Action Items
- Resolution 13-21: Dell Hardware Cover Agreement – Ms. Beth Howen
- Resolution 13-22: Dell Software Cover Agreement – Ms. Beth Howen
- Resolution 13-23: Purdue University Interlocal Agreement - Ms. Beth Howen
- Resolution 13-24: Indiana Fiber Network Agreement – Ms. Beth Howen

Discussion Items:
- ERP Project Update: Ms. Beth Howen & Ms. Donna Schank
- EMC Storage Update: Mr. Rusty Robinson & Mr. Ben Eble

Adjourn:
The next scheduled IT Board meeting is on July 30, 2013 at 9:30 AM in CCB Room 260

Attachments:
Contracts< $100,000
Information Technology Board Meeting Minutes

Date: May 28, 2013  Time: 9:33am – 10:36am  Location: CCB Room 260

Chairperson: Elizabeth L. White  CIO: Kevin Ortell

Information Technology Board Members Present:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position/Title</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elizabeth L. White</td>
<td>Marion County Clerk</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Jason Dudich</td>
<td>Controller</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Judge Joven</td>
<td>Marion Superior Court</td>
<td>Voting Member</td>
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<tr>
<td>Gary Coons</td>
<td>Chief Homeland Security</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Colonel Dezelan</td>
<td>Marion County Sheriff</td>
<td>Proxy Voting Member</td>
</tr>
<tr>
<td>Julie Phealon</td>
<td>Mayoral Appointee</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Joseph O’Connor</td>
<td>Marion County Assessor</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Claudia Fuentes</td>
<td>Marion County Treasurer</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Holi Harrington</td>
<td>City-County Council Appointee</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Kevin Ortell</td>
<td>Information Services Agency</td>
<td>Chief Information Officer</td>
</tr>
<tr>
<td>Toae Kim</td>
<td>Office of Corporation Counsel</td>
<td>Legal Counsel</td>
</tr>
</tbody>
</table>


Guests: Jeff Hayhow, NG; Kenny Reynolds, NG; Robert Moore, Dell; DAI; Marv Thornsberry, DAI; Jim Nelson, DAI; Bob Daniels, DAI; Betty Daniels, DAI; John DeCocq, NG; Jeff Heinzmann, CSpring; Bob Jacobson, EMC; Joel Buege, Premis Consulting; Nadeen Biddinger, Premis; Dana Huston, CSpring; Jason Sondhi, Sondhi Solutions; Chad White, Smart-IT; Ami Guilfoyl, LoGO Indiana; Bill Melind, Network Storage, Inc.; Frank Short, Short Strategy Group; Cilena Oblinger, NG; Bob Hicks, Taft; Teresa Donsbach, Purchasing; Scott Hohl, Clerk; Barbara Brown, Knowledge Services; Ryan Scheb, ATOS; Joe Campbell, Netlogix; Mary Christ; Doug Ellison, Zanett; Rick Hammond, Woolpert; Nick Vespa, Microsoft; and Sean McCloskey, SFDC.

The May 28, 2013 IT Board Meeting was called to order at 9:33am by Chairperson, Ms. Elizabeth White.

Minutes

Approval of the April 30, 2013 IT Board Meeting Minutes

Mr. Gary Coons made a motion to approve the April 30, 2013 IT Board Meeting Minutes and the motion was seconded by Colonel Dezelan carried with assenting votes from Ms. Beth White,
Information Technology Board Meeting Minutes

Ms. Julie Phealon, Ms. Claudia Fuentes, Mr. Joseph O’Connor Ms. Holi Harrington, Judge Joven and Mr. Jason Dudich.

IT Board Business

Welcome Mr. Jason Dudich, Controller to the IT Board!

For video of the May 28, 2013 Information Technology Board Meeting with complete discussion of Sourcing Project Awards, follow the link below *(Other Meetings)*;

http://indianapolis.granicus.com/ViewPublisher.php?view_id=3

ISA Report

Good Morning Madam Chair.  Good Morning to all of the Board members, Linda and Toae.

For the record, I am Kevin Ortell, the Chief Information Officer and I thank for the opportunity to update you on the ISA report.

*We closed out two phases of major projects over the last month and added a new project to the report. The two we closed out are*

- **JUSTIS to Odyssey Civil Courts**
  - The courts case management system moved all civil cases from the JUSTIS system to Odyssey in the middle of May and it overall went very well. This was a major undertaking by all parties, and now the attention is turned to the criminal cutover which is targeted for June of next year.
  - Some folks that I want to thank for all of their hard work and effort on this project include:
    - A special thanks to Vanita Anderson from DAI for leading the project. Also Linda Hachey, Laura Buchanan, Steve Miller, Doug Avery Bhargav Kandala, Ed David, Evgeny Kontarzhy and Donna Meadows from the DAI team
    - Ken Pearcy, Dan Pierson, Dave Finta, John Redfern, Chuck Holzer, Drew Happli, Chris Grunden, Duane Norman, Shaun Corliss and Nick Large from the NG team
    - Layne Young, Christian Smith and Victor Ray from the ISA team
    - Amitav Thamba, Scott Hohl, Melanie Chastain, Sandy Grady, Jennifer Jenkins, Mike McConaha, Diane Mimms, Patty Morris, Seem Patel, Travis Sandifur and Derek Peterson from the Courts and Clerks office
    - I also want to thank all of our partners at JTAC for all of their hard work

- **ERP Project Update**
Information Technology Board Meeting Minutes

- The ERP team accomplished much in May. The Cash Management (Bank Recon) went live on May 13th for Payroll Checks. The Strategic Sourcing/Supplier Contracts/eSupplier was put into production also on May 13th.
- The team completed the eProcurement testing and are finalizing the training schedule now. The configuration of the Grants Management / Contracts module was completed and testing has begun. Work on the Asset Management module has started and goes live for this module is planned for end of September this year.
- Upcoming for June, we have a planned go-live for the Grants module on 6/23/13.

**We added**

- **Accela Upgrade**
  - We are currently running Accela Automation 7.05 with Accela Master Scripts 1.4, which puts us at least two versions behind in each area. Installing Accela Automation 7.2 and Accela Master Scripts 2.0 will enable us to resolve several problems and also take advantage of new functionality added to Accela, especially in the area of mobile computing. We will execute this project in two phases, first implementing the Accela Automation 7.2 upgrade and then the Accela Master Scripts 2.0 upgrade. We expect this project to wrap up the end of August.

*We have delayed one project by a month and that would be the Automate Parks website as we the last of the deliverables to be finished up. It was expected to be complete earlier this month we expect the last of the deliverables to be complete this week.*

**A few other items that I want to update the board on**

- **ISA 2013 Budget**
  - We have finally received word from OFM regarding our 2013 budget reductions. We have been asked to reduce our budget by 2%. These reductions are $67,500 in character 2 (essentially office supplies, etc.) and $509k in character 3 (contractual services). It is my understanding there is discussion to further reduce the chargeback to the agencies by 3% although that has not been confirmed. I will continue to update this board as we have more information and as we put together the 2014 budget for ISA.

- **EMC Storage/Backup Project**
  - As reported last month, the EMC project continues to move forward we have received delivery of the 10gb network and will be installing it within the next few weeks. As a reminder, this network hardware is a vital part of this project as it upgrades the DataCenter network from 1gb to 10gb. During this period, we have and will continue working the data migration testing/scheduling, quota standards and retention practices. We will begin User Acceptance testing for the Isilon data in June along with completing and approving the design for VMAX and
Information Technology Board Meeting Minutes

Data Domain. We also anticipate beginning production Isilon data migrations in June.

An item that I brought up last month and want to mention again is the

- **IOT Outage – June 15th**
  - Originally was slated to be a 12 hour outage from 12pm to 12am. It is now going to be from 7:00 am until 10:00 pm. The mainframe will be down during this window and we are working closely with our customers to ensure they have the manual processes in place to keep doing business.

**DAI met all of their Service Level Agreements (SLAs) for April.**

**NG missed one SLA last month.** - The SLA that was missed states that NG will respond to a dissatisfied survey by contacting the customer within 9 business hours. NG received 668 totals surveys in April of which 16 were considered dissatisfied. NG missed responding to 1 of the 16 responses for the month which put them at 94% compliance rate and the SLA is 100%. This is the first time they have missed this SLA and the first time they have missed an SLA since July of 2011.

**ISA Financial Report**

Mr. Ken Clark CFO gave an overview of the ISA Financial Report.

**Total Expenses**: $31,165,927 was budgeted for 2013. $11,364,486 was used YTD, which equals 36.5% used overall. Total Encumbrance $25,795,938 YTD for 2013, with 82.77% Encumbered.

**Revenue**: $32,656,819 was budgeted for 2013. $11,098,268 was received YTD, which accounted for 34.0% collected.

**Action Items:**

**Resolution 13-18- to Authorize Award of Information Technology Cabling and Wiring Services Contract to Clawson Communications, Inc. (“Clawson”)**

The Information Technology Board awards the Information Technology Cabling and Wiring contract to Clawson and authorizes the Chief Information Officer, Mr. Kevin Ortell to negotiate and execute all reasonable and necessary agreements on behalf of ISA Agency with Clawson for an annual amount not to exceed Three Hundred Seventy Six Thousand, Two Hundred Dollars ($376,200.00) and a total amount not to exceed One Million, Five Hundred Four Thousand, Eight Hundred Dollars ($1, 504, 800.00).

Colonel Dezelen made a motion to approve Resolution 13-18. The motion was seconded by Mr. Gary Coons, and the motion passed unanimously.
Information Technology Board Meeting Minutes

Resolution 13-19- to Approve Award of Application Services Contract to Daniels Associates, Inc. (“DAI”)

The Information Technology Board awards the Information Technology Application Services Contract to DAI and authorizes the Chief Information Officer, Mr. Kevin Ortell to execute all reasonable and necessary agreements on behalf of ISA to finalize and execute any and all agreements with DAI to provide information technology application services in an amount not to exceed Thirty Four Million, Three Hundred Twelve Thousand, Six Hundred Sixty Dollars ($34,312,660.00) for sixty-six (66) months.

Ms. Holi Harrington made a motion to approve Resolution 13-19. The motion was seconded by Ms. Julie Phealon and the motion passed unanimously.

Resolution 13-20- to Authorize Award of Infrastructure Services Contract to Atos IT Solutions and Services, Inc. (“Atos”)

The IT Board awards the Information Technology Infrastructure Services Contract to Atos and authorizes the Chief Information Officer, Kevin R. Ortell to finalize and execute any and all agreements with Atos to provide information technology infrastructure services, in an amount not to exceed Thirty Million, Five Hundred Ninety Eight Thousand, Four Hundred Fifty Dollars ($30,598,450) for sixty-six months.

Ms. Julie Phealon made a motion to approve Resolution 13-20. The motion was seconded by Ms. Holi Harrington and the motion passed unanimously.

Discussion Items:

Sourcing Project Update:

Ms. Beth Howen, Deputy CIO ISA and Mr. Joel Buege, Principal Premis Consulting presented the update.

*PP Slides for Discussion Item (s) available for viewing in the IT Board Packet, May 2013 online at;

http://www.indy.gov/eGov/County/ISA/AboutUs/ITGovern/Pages/IT%20Board%20Meeting%20Materials.aspx

Ms. Beth White adjourned the May 28, 2013 IT Board meeting at 10:36am.
# ISA Project Summary Report

## ISA Project Status

### ISA Major Business Initiatives

<table>
<thead>
<tr>
<th>BI</th>
<th>Business Initiative</th>
</tr>
</thead>
<tbody>
<tr>
<td>BI1</td>
<td>Improve Customer Service</td>
</tr>
<tr>
<td>BI2</td>
<td>Improve Operation Efficiencies and Reduce Cost</td>
</tr>
<tr>
<td>BI3</td>
<td>Increase Transparency to Citizens</td>
</tr>
<tr>
<td>BI4</td>
<td>Improve Neighborhoods</td>
</tr>
<tr>
<td>BI5</td>
<td>Improve Quality of Service</td>
</tr>
<tr>
<td>BI6</td>
<td>Increase Understanding of Constituent Interactions</td>
</tr>
<tr>
<td>BI7</td>
<td>Make the Region Safer &amp; Healthier</td>
</tr>
<tr>
<td>BI8</td>
<td>Accelerate Economic Development</td>
</tr>
</tbody>
</table>

## ISA Project Status Table

<table>
<thead>
<tr>
<th>Project</th>
<th>BI</th>
<th>Phase</th>
<th>Scheduled Finish Date</th>
<th>Time</th>
<th>Budget</th>
<th>Scope</th>
<th>Overall Status</th>
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</thead>
<tbody>
<tr>
<td>Homestead Credit Commission Page</td>
<td>BI3</td>
<td>Complete</td>
<td>5/29/2013</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
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<td>Online Security Request Rewrite</td>
<td>BI1</td>
<td>Complete</td>
<td>6/3/2013</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
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<tr>
<td>Accela Upgrades</td>
<td>BI2</td>
<td>Complete</td>
<td>6/3/2013</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
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<tr>
<td>Sourcing of IT Services Project</td>
<td>BI2</td>
<td>Complete</td>
<td>7/31/2013</td>
<td>Blue</td>
<td>Blue</td>
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<tr>
<td>ISA Chargeback Model Project</td>
<td>BI1</td>
<td>Complete</td>
<td>5/31/2013</td>
<td>Blue</td>
<td>Blue</td>
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<td>Automate Parks site on Indy.gov</td>
<td>BI1</td>
<td>Complete</td>
<td>6/30/2013</td>
<td>Blue</td>
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<td>ERP Implementation HCM/Benefits Admin</td>
<td>BI2</td>
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<td>07/30/2013</td>
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<td>ERP Implementation Financials Phase 2</td>
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<td>08/31/2013</td>
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<td>24-Month Technology Plan</td>
<td>BI2</td>
<td>Executing</td>
<td>06/30/2013</td>
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<td>06/30/2013</td>
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<td>Application Maturity Plan</td>
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<td>06/30/2013</td>
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<td>Green</td>
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<td>Public Safety: Regional Operations Center Facility Resolution</td>
<td>B17</td>
<td>Executing</td>
<td>06/30/2013</td>
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<td>Mobile Enablement of Indy.gov website</td>
<td>BI1</td>
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<td>06/30/2013</td>
<td>Yellow</td>
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<td>Sourcing of IT Services: Phase 2 Transition</td>
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<td>12/31/2013</td>
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<td>Customer Improvement Program</td>
<td>BI1</td>
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<td>12/31/2013</td>
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<td>EMC Storage/Backup Implementation Project</td>
<td>B15</td>
<td>Executing</td>
<td>09/31/2013</td>
<td>Green</td>
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<td>DPW Traffic Signal Network System Upgrade</td>
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<td>12/31/2013</td>
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<td>Windows 7 &amp; Office 2010 Enterprise Migration</td>
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<td>Planning</td>
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<td>PC Refresh 2013</td>
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<td>Planning</td>
<td>12/31/2013</td>
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*Note: The keys for these categories are located on the last page of this report.*
Leading the way in enterprise-wide technology

June 2013 ISA Project Summary Report

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<th>Enterprise Document Management</th>
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</thead>
<tbody>
<tr>
<td># Dept/Agencies On-Board to Date</td>
</tr>
<tr>
<td>10</td>
</tr>
</tbody>
</table>

**Current Project Summary Descriptions**

**24-Month Technology Plan**
Working closely with the Departments and Agencies, ISA will update the 24 month plan in effort to document and plan for the upcoming IT Projects in the Enterprise. This will allow us to better forecast our resource needs and to ensure that projects are prioritized and properly executed.

**Accela Upgrades**
We are currently running Accela Automation 7.05 with Accela Master Scripts 1.4, which puts us at least two versions behind in each area. Installing Accela Automation 7.2 and Accela Master Scripts 2.0 will enable us to resolve several problems reported to Accela’s help desk and also take advantage of new functionality added to Accela, especially in the area of mobile computing. We will execute this project in two phases, first implementing the Accela Automation 7.2 upgrade and then the Accela Master Scripts 2.0 upgrade.

**Application Maturity Plan**
ISA is conducting an Application Maturity Plan to provide a structured framework for identifying and evaluating opportunities for improvements in application management. Application management is evolving rapidly in response to technology advances and changing business needs.

**Automate Parks site on Indy.gov**
The web pages for individual parks within the IndyParks portion of the Indy.gov website contain information that is maintained in separate automated systems. The information needs to be updated in those systems to support the operations of IndyParks. The web pages do not get updated regularly. This project will automate the creation and updating of web pages about the individual parks based on the information in the operational systems. It will also include search capabilities so that the public can find parks offering particular programming or amenities.

**Customer Improvement Plan**
ISA recently completed a Customer Satisfaction Program with the assistance of an outstanding consulting partner. ISA will be using the findings of that initiative to plan and implement customer improvements as a result of the direct customer feedback received.

**DPW Traffic Signal Network and System Upgrade**
ISA will assist DPW Engineering’s upgrade of the traffic signal network and signal management system. The project has three major components: network devices at intersections and in the ISA data center, fiber optic cable under City streets, and traffic signal monitoring software. The network will be supported by DPW and ISA.

**EMC Storage/Backup Implementation Project**
ISA will be updating our aging storage and back-up infrastructure with an EMC Solution which will provide a flexible and scalable infrastructure solution for the next 5 to 10+ years. This project adds capacity and performance for the existing needs and future growth of the City/County which will allow us to better management the costs for these services. This solution will also transform data protection for improved backups and offsite replication. It will eliminate our dependency on our primary storage for data protection which returns resources for production use thereby improving performance.

**ERP Implementation – Multiple Phases**
We are implementing the final phases of the 3-year Enterprise Resource Planning (ERP) project. Final Phases include: Benefits Admin; Financials Phase 2 & Additional Modules Phase.

**Homestead Credit Commission Page**
Deployed a page to display information related to the potential elimination of the Homestead Tax Credit. Received a file of all calculation information from Policy Analytics, LLC and built a page that supported a
parcel # search, and formatted and displayed figures for the taxpayers to review.

**ISA Chargeback Model Project**
ISA is implementing industry best practices to develop an approach to charge both internal and external customers for the services they consume. For 2013, ISA will refine and update the cost model – previously developed in 2012 – and design and implement a new chargeback model to charge customers for services in 2014. The project will also entail defining the processes to maintain the cost and chargeback models in the future.

**Mobile Enablement of Indy.gov website**
The Indy.gov website was initially set up for use by desktop and laptop devices with large displays. Users of smart phones find navigating the site with their smart phone difficult at best. This project seeks to create a set of new layouts for the site that are optimized for display on smart phones.

**Sourcing of IT Services - PHASE 2 TRANSITION**
ISA’s major service delivery contracts expire at the end of 2013. Phase 1 - Sourcing Procurement - was completed to assist ISA with the documentation of detailed business & technical requirements, developed and published an RFP for IT Services, as well as evaluation and selection of sourcing vendor(s)and contract negotiation. Phase 2 - seeks to successfully and seamlessly transition both the Applications and Infrastructure Services vendors and contracts to be in place for a Go Live of Jan 1, 2014 while not disrupting current services for the remainder of 2013.

**Online Security Request Rewrite**
Retires the legacy Java version of the Online Security Request which had been experiencing sporadic authentication problems. Replaced it with a new C#.net version. Basic functionality is the same, with a few data and format changes.

**PC Refresh 2013**
ISA is committed to refreshing the City/County technology on a consistent basis to ensure our customers are provided with the technology that will allow them the greatest opportunities to do their work in a speedy and cost effective manner. This project is to upgrade our end-user devices to keep current with new technologies. The refresh for 2013 will encompass the devices that were not refreshed in 2012 and the majority of the devices that are due in 2013.

**Public Safety: Regional Operations Center Facility Resolution**
The Department of Public Safety, Homeland Security is moving the Emergency Operations Center (EOC) and transforming it to a Regional Operations Center (ROC). ISA is providing project management oversight for issue resolution and future state needs.

**Public Safety Transcription Project**
This project will provide IMPD, MCSO, the Prosecutor's Office, Public Defender and Courts a central location to store video and audio files with intelligent workflows to assist with the requesting process for transcription as well as centralized access.

**Technology Inventory**
ISA is conducting an inventory of all of our technology including but not limited to hardware, software, network components, and operating systems. This inventory in conjunction with the Application Maturity Plan will be valuable to plan for technology refresh planning, solution replacement planning and ISA’s semi-annual 24-month Technology Plan.

**Windows 7 & Office 2010 Migration**
ISA is committed to refreshing the City/County technology on a consistent basis to ensure our customers are provided with the technology that will allow them the greatest opportunities to do their work in a speedy and cost effective manner. This project will upgrade our current desktop environment to include Windows 7 for the operating system, Office 2010 for the office suite and Internet Explorer 8 for the web browser. Over the last year, ISA has been working directly with Microsoft to evaluate best practices and standards for this migration as well as create an implementation plan.
24-Month Plan
- Met with BRM team to review goals of project
- Started documenting the Internal ISA Infrastructure and Enterprise projects.

Upcoming Milestones
- Review of current plan. Meet with vendor partners to identify ISA Enterprise projects.
- Continue meetings with Customers to determine their upcoming IT Projects

Accela Upgrades
- Implemented Accela 7.2 upgrade
- Cancelled the Master Scripts upgrade due to additional script changes being introduced in Accela 7.3, which will be implemented later this year.

Application Maturity Plan
Upcoming Milestones
- Update the current Application Inventory and data collection discovery for the other components of the Maturity Plan.

DPW Traffic Signal Network and System Upgrade
- TC Electric was awarded the fiber repair contract and has started construction. Access to the City/County Data Center will be granted to TC Electric staff; they will test fiber connections from the streets.
- Traffic Control Corporation will manage the traffic signal system hardware and software component of the project. The transportation management system selected is called Centracs.
- ISA-DPW hardware support and maintenance is currently under discussion. The monthly support costs were drafted in March 2013.

Upcoming Milestones
- Draft the ISA-DPW Support MOU. (TBD)

ERP Implementation
Go Lives in May
- Cash Management is live for AP and Payroll check reconciliation. More Cash Management will be implemented after AR Billing is live.
- Strategic Sourcing is live and will have a slow roll out to allow our vendors to bid on our projects on line.

Upcoming Milestones
- Asset Management has started with a tentative completion date in Oct.
- Grants module is in the final stages of testing go live target date of June 30.
- Benefits Administration has began its testing with a target go live of Aug 1.

EMC Storage/Backup Project
- 10gb Network upgrade gear has been delivered and is being pre-prepped for installation.

Upcoming Milestones
- 10gb Network upgrade is estimated to be completed by the end of May.
- User Acceptance Testing for Isilon data will be conducted in June.
- Production Isilon data migrations are anticipated to begin in June.
- Design for VMAX and Data Domain to be approved in June.

Homestead Credit Commission Page
- Met with customer and Policy Analytics to discuss the requirements.
- Designed a webpage to display a requested parcel’s information related to the potential elimination of the Homestead Tax Credit.
- Developed and tested the new application.
- Once approved, deployed the application to production.

ISA Chargeback Model Project
- Finalized 2014 ISA Service Catalog
- Updated contract costs for FY14
- Discussed 2014 approach with BRMs
- Reviewed unit reports with customers

Mobile Enablement of Indy.gov website
- Completed testing of compatibility
- Completed color wireframes
- Completed CSS/HTML design of site

Upcoming Milestones
- Delivery of POC

Automate Parks site on Indy.gov
- Completed testing
- Installed in production

PC Refresh 2013
Currently on hold, pending cover agreement acceptance at IT Board Meeting.

Online Security Request
- Met with ISA to discuss the requirements.
- Designed a new .NET MVC application that provides all of the required functionality in the existing legacy Java application.
- Developed and tested a new application that provides the same functionality and some improved validations. There were minimum data and formatting differences.
- Once approved by ISA the application was deployed to production.

Upcoming Milestones
- Announcement to authorized signatories.

Sourcing of IT Services Project
- Presented Contracts to IT Board for review
- Received approval of contracts by IT Board
- Obtained all required signatures to fully execute contracts.

Sourcing of IT Services Project: PHASE 2 TRANSITION
- Beginning planning steps for Transition Kickoff

Upcoming Milestones
- Prepping for a July 1st Kickoff of Transition

Public Safety: Regional Operations Center Facility Resolution
- Finalized items on punchlist for Lifeline

Upcoming Milestones
- Finalize punch list details with OCC, DCE, DPS and Lifeline, such as priorities, tracking, verification, etc.
- Prioritize remaining items not included in the Lifeline punchlist.
- Put together a plan that is acceptable to all parties to mitigate the issues and problems

Public Safety Transcription Project
- Completed the transcription process document with IMPD, MCSO, Prosecutor’s Office, Public Defender, and Courts.

Upcoming Milestones
- Determining next steps.
- Working with vendor and Public Safety on pilot rollout (TBD)

Working with vendor and Public Safety on long-term hosting and support plan

Technology Inventory
Upcoming Milestones
- Update the current Technology Inventory and initiate the data collection for the other components of the improved Technology Inventory.

Windows 7 & Office 2010 Migration
Upcoming Milestones
- Application testing continues.
- Complete User Testing.
- Finalize Hardware Remediation Plan.
- Documentation of all unknown third party applications.
- Licensing verification of unknown third party applications.

Enterprise Document Management
FileNet has been selected as the document management standard for the enterprise. There are many departmental and agency document management implementations and projects within the enterprise. Status:

On-Board to Date
- Department of Code Enforcement (DCE)
- Department of Metropolitan Development
- Indianapolis Historic Preservation Commission
- Marion County Health and Hospital Corporation
- Marion County Assessor
- Marion Superior Courts (MSC)
- Office of Corporation Counsel (OCC)
- Purchasing
- Human Resources
- Marion County Auditor

Execution Phase
- Kofax Closed Cases (Criminal/Civil) – MSC – Scanning has started at Juvenile and Traffic Court temporarily into local storage. Hosted PanOptic/SharePoint Offsite solution waiting funding and approval. Also a business case is being put together to allow the Prosecutor and Public Defender to join in this venture
- Back File Scanning – OCC/Purchasing – Scanning is complete. Set 7 of 9 has been imported and is ready for redaction.
Brownfields Initiative – DMD (TBD) – The basic application is in production. Approval has been granted for the day forward scanning solution to be amended into the contract with Symbiont. Awaiting approval to proceed.

Replace FileNet Capture with Kofax – DCE/DMD/IHPC completed

MP3 Files – DCE (11/30) – Storage of hearing recordings – This has been included in the Replace FileNet Capture project above

Concept ID Phase

On-Boarding to FileNet – City Prosecutor

Peoplesoft Interfacing – Enterprise

On-Hold

Introducing Deed Workflow – Assessor’s Office (preliminary scope has been completed to be included in the 2013 Assessor budget)

Kofax Closed Cased – CF & IF/OV – MSC

Invoice Induction – Auditor’s Office

Back File Scanning – HR (for Public Safety only) (funding not identified)

Vendor Performance

Northrop Grumman: The ISA Helpdesk took 6085 requests for assistance in May. Northrop Grumman completed 966 regular Install, Moves, Adds and Changes (IMACs) for the month. Northrop Grumman met 53 SLAs and missed one SLA, 38b: Periodic Sample Satisfaction Survey, for the month of May.

DAI: DAI met all of the established SLRs for the month of May. The Application Services ticket counts follow: Opened: 342 Closed: 331

LoGO Indiana: During the month of May, 58,821 transactions were processed through the Indygov.Biz Portal. The transactions processed resulted in over $1.4 million deposited back to City/County Agencies in statutory fees and $16,163 deposited to the Enhanced Access Review Committee Revenue Share Fund.

### Project Keys

<table>
<thead>
<tr>
<th>Scope Key</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>VI</td>
<td>Vendor Issue – scope expansion due to vendor related issue</td>
</tr>
<tr>
<td>TI</td>
<td>Technical Issue – scope expansion due to technical related issue</td>
</tr>
<tr>
<td>RI</td>
<td>Resource Issue – scope expansion due to resource related issue such as resource availability</td>
</tr>
<tr>
<td>SC</td>
<td>Strategic Change – scope expansion due to change in strategic direction</td>
</tr>
<tr>
<td>BC</td>
<td>Business Change – scope expansion due to change in business or business process</td>
</tr>
</tbody>
</table>

### Status Key

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue</td>
<td>Project has been completed. This is the last time it will appear on this report.</td>
</tr>
<tr>
<td>Red</td>
<td>The project is experiencing significant delays, potential cost overruns, scope increases 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 or project re-planning is needed. Projects that have gone red due to planned strategic changes will return to yellow or green once a revised plan is completed.</td>
</tr>
</tbody>
</table>
### June 2013 ISA Project Summary Report

<table>
<thead>
<tr>
<th>Phase</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yellow</strong></td>
<td>The project is experiencing or in jeopardy of experiencing minor delays, cost over-runs or scope challenges. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget</td>
</tr>
<tr>
<td><strong>Green</strong></td>
<td>Project is on time, on budget and/or on scope.</td>
</tr>
<tr>
<td><strong>Black</strong></td>
<td>This project has been placed on long term hold, terminated early, or retired</td>
</tr>
</tbody>
</table>

### Phase Key

- **Initiating**: Defining and authorizing the project, including prioritization.
- **Planning**: Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.
- **Executing**: Performing the work of the project according to the scope, schedule and cost baselines established in Planning.
- **Complete**: Formal acceptance of the product, service or result.
Financial Report

This report describes the financial position of ISA in Expenses and Revenue.

### 2013 vs. 2012 May Year-to-Date Expenses

<table>
<thead>
<tr>
<th>Characters</th>
<th>Approved Budget 2013</th>
<th>YTD Spend May-13</th>
<th>2013%</th>
<th>YTD Encumbrance May-13</th>
<th>2013%</th>
<th>YTD Spend May-12</th>
<th>2012%</th>
<th>2013%</th>
<th>2012%</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL EXPENSE</td>
<td>$31,165,927</td>
<td>$12,761,378</td>
<td>40.9%</td>
<td>$25,506,300</td>
<td>81.84%</td>
<td>$11,801,532</td>
<td>34.3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Char 1 - Personnel &amp; Fringes</td>
<td>$3,485,700</td>
<td>$1,110,440</td>
<td>31.9%</td>
<td>$1,110,440</td>
<td>31.86%</td>
<td>$1,295,183</td>
<td>35.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Char 2 - Supplies</td>
<td>$152,500</td>
<td>$9,704</td>
<td>6.4%</td>
<td>$34,035</td>
<td>22.32%</td>
<td>$12,846</td>
<td>5.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Char 3 - Contractual Services</td>
<td>$26,527,727</td>
<td>$10,691,192</td>
<td>40.3%</td>
<td>$23,411,783</td>
<td>88.25%</td>
<td>$10,374,309</td>
<td>34.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Char 4 - Capital &amp; Equipment</td>
<td>$1,000,000</td>
<td>$950,042</td>
<td>95.0%</td>
<td>$950,042</td>
<td>95.00%</td>
<td>$119,194</td>
<td>19.9%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 2013 vs. 2012 May Year-to-Date Revenue

<table>
<thead>
<tr>
<th></th>
<th>Budget 2013</th>
<th>YTD May-13</th>
<th>% Collected</th>
<th>Budget 2012</th>
<th>YTD May-12</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL REVENUE</td>
<td>$32,656,819</td>
<td>$12,473,054</td>
<td>38.2%</td>
<td>$29,152,573</td>
<td>$7,261,491</td>
<td>24.9%</td>
</tr>
</tbody>
</table>

**Chargeback/Pass Through**

<table>
<thead>
<tr>
<th></th>
<th>Budget 2013</th>
<th>YTD May-13</th>
<th>% Collected</th>
<th>Budget 2012</th>
<th>YTD May-12</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>$17,630,280</td>
<td>$7,227,719</td>
<td>41.0%</td>
<td>$14,528,053</td>
<td>$3,726,968</td>
<td>25.7%</td>
</tr>
<tr>
<td>County</td>
<td>$12,176,231</td>
<td>$4,066,237</td>
<td>33.4%</td>
<td>$11,145,212</td>
<td>$2,716,415</td>
<td>24.4%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$275,000</td>
<td>$140,436</td>
<td>51.1%</td>
<td>$264,000</td>
<td>$146,839</td>
<td>55.6%</td>
</tr>
</tbody>
</table>

**Telephones**

<table>
<thead>
<tr>
<th></th>
<th>Budget 2013</th>
<th>YTD May-13</th>
<th>% Collected</th>
<th>Budget 2012</th>
<th>YTD May-12</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>$1,343,388</td>
<td>$690,106</td>
<td>51.4%</td>
<td>$1,343,388</td>
<td>$450,665</td>
<td>33.5%</td>
</tr>
<tr>
<td>County</td>
<td>$919,920</td>
<td>$217,683</td>
<td>23.7%</td>
<td>$919,920</td>
<td>$72,835</td>
<td>7.9%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$312,000</td>
<td>$120,728</td>
<td>38.7%</td>
<td>$312,000</td>
<td>$115,017</td>
<td>36.9%</td>
</tr>
<tr>
<td>Miscellaneous Revenue</td>
<td>$0</td>
<td>$10,145</td>
<td>0.0%</td>
<td>$640,000</td>
<td>$32,752</td>
<td>5.1%</td>
</tr>
</tbody>
</table>

ISA records its revenue in the year in which we receive it (i.e. “cash basis”).
Chargeback Model Redesign Project

Completed in partnership with

Crowe Horwath™
Chargeback Model Redesign Project: Overview

- Project to update ISA’s approach to tracking costs and charging customers for service

- Project activities included:
  - Reviewing best practices for IT chargeback
  - Compiling a list of ISA services
  - Defining service units
  - Reviewing and allocating ISA costs to newly defined services
  - Calculating customer chargebacks based on new model
Chargeback Model Redesign Project: Conclusion

• For 2014 chargebacks:
  – Met with over 30 customers to review chargeback approach
  – Reviewed 2014 ISA Service List
  – Provided customers with data to review and verify
  – Calculated 2014 annual chargebacks
  – Provided chargebacks to OFM for 2014 budgeting purposes

• Next steps:
  – Review final invoices with customers
  – Continue to update and track costs using the new model
Chargeback Model Redesign Project

• Thank you for your time!
• Questions?
RESOLUTION 13-21

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Agreement Between ISA and Dell Marketing, LP (“Dell Marketing”) to Purchase Hardware in Accordance with Indiana Quantity Purchase Agreement #10029

WHEREAS, Section 281-212(a)(3) of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Information Technology Board (“IT Board”) to review, approve and administer major information technology contracts; and

WHEREAS, the City of Indianapolis and Marion County Information Services Agency (“ISA”) seeks to exercise its ability to purchase from the Quantity Purchasing Agreement between the State of Indiana and Dell Marketing; and

WHEREAS, the projected not to exceed amount for hardware purchases over the next forty eight months shall include, but not be limited to, hardware purchases or hardware leases for the enterprise wide refresh program that includes personal computers, laptops and possible miscellaneous hardware purchases; and

WHEREAS, ISA seeks approval for an Agreement between ISA and Dell Marketing for an initial term of forty eight months at an amount not to exceed Three Million, Seven Hundred Thirty Three Thousand, Eight Hundred One Dollars ($3,733,801.00); and

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the Chief Information Officer, Kevin R. Ortell, to finalize and execute any and all agreements with Dell Marketing for hardware purchases in an amount not to exceed Three Million, Seven Hundred Thirty Three Thousand, Eight Hundred One Dollars ($3,733,801.00) for forty eight months.

_______________________________      _______________________________
Elizabeth L. White, Chairperson                           Joseph O'Connor, Secretary
Information Technology Board                               Information Technology Board

June 25, 2013
RESOLUTION 13-22

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Agreement Between ISA and Dell Marketing, LP (“Dell Marketing”) to Purchase Software, Services and Other Commercial Off the Shelf Software Products in Accordance with Indiana Quantity Purchase Agreement #9414A

WHEREAS, Section 281-212(a)(3) of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Information Technology Board (“IT Board”) to review, approve and administer major information technology contracts; and

WHEREAS, the City of Indianapolis and Marion County Information Services Agency (“ISA”) seeks to exercise its ability to purchase from the Quantity Purchasing Agreement between the State of Indiana and Dell Marketing; and

WHEREAS, the projected not to exceed amount for software purchases over the next forty eight months shall include, but not be limited to, the software license purchases and the renewals for Symantec Anti-virus, Enterprise Vault, Altiris Asset Management Tools, Juniper, JCare, JBoss, Redhat, Toad, Systems Center; and

WHEREAS, ISA seeks approval for an Agreement between ISA and Dell Marketing for an initial term of forty eight months at an amount not to exceed One Million, One Hundred One Thousand, Six Hundred Twenty Dollars ($1,101,620.00); and

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the Chief Information Officer, Kevin R. Ortell, to finalize and execute any and all agreements with Dell Marketing for software, services and other commercial off the shelf software purchases in an amount not to exceed One Million, One Hundred One Thousand, Six Hundred Twenty Dollars ($1,101,620.00) for forty eight months.

_______________________________
Elizabeth L. White, Chairperson
Information Technology Board

_______________________________
Joseph O’Connor, Secretary
Information Technology Board

June 25, 2013
RESOLUTION 13-23

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Agreement Between ISA and Purdue University for Co-Location Disaster Recovery Site

WHEREAS, Section 281-212(a)(3) of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Information Technology Board (“IT Board”) to review, approve and administer major information technology contracts; and

WHEREAS, the City of Indianapolis and Marion County Information Services Agency (“ISA”) seeks to contract with Purdue University to establish a disaster recovery and business continuity site for the City of Indianapolis and Marion County; and

WHEREAS, the 1 Gb connectivity for this co-location is provided by Indiana Fiber Network; and

WHEREAS, the services to be provided by Purdue will be at an annual amount of Fifty One Thousand, Five Hundred Thirty Dollars ($51,530.00) and a total amount not to exceed Two Hundred Fifty Seven Thousand, Six Hundred Fifty Dollars ($257,650.00) for sixty months; and

WHEREAS, ISA seeks approval for an agreement between ISA and Purdue University for an initial term of 60 months at an amount not to exceed Two Hundred Fifty Seven Thousand, Six Hundred Fifty Dollars ($257,650.00); and

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the Chief Information Officer, Kevin R. Ortell, to finalize and execute any and all agreements with Purdue University to provide the co-location disaster recovery site in an amount not to exceed Two Hundred Fifty Seven Thousand, Six Hundred Fifty Dollars ($257,650.00) for sixty months.

_______________________________
Elizabeth L. White, Chairperson
Information Technology Board

_______________________________
Joseph O’Connor, Secretary
Information Technology Board

June 25, 2013
RESOLUTION 13-24

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Agreement Between ISA and Indiana Fiber Network for Fiber and Interface for Co-Location Site

WHEREAS, Section 281-212(a)(3) of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Information Technology Board ("IT Board") to review, approve and administer major information technology contracts; and

WHEREAS, the City of Indianapolis and Marion County Information Services Agency ("ISA") seeks to contract with Indiana Fiber Network; and

WHEREAS, Indiana Fiber Network will provide the fiber termination equipment, interface handoff equipment, and fiber cross connect for a 1 Gb circuit for the disaster recovery co-location site; and

WHEREAS, entering into a 60 month agreement with Indiana Fiber Network will result in a monthly savings of One Thousand, Three Hundred and Seven Dollars ($1,307.00) below the recurring charge for a 36 month term; and

WHEREAS, monthly recurring charges will be Two Thousand Six Hundred Seventy Eight Dollars ($2,678.00) and a one time cost of Two Thousand ($2,000.00); and

WHEREAS, ISA seeks approval for an agreement between ISA and Indiana Fiber Network for an initial term of 60 months at an amount not to exceed One Hundred Sixty Two Thousand, Six Hundred Eighty Dollars ($162,680.00); and

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the Chief Information Officer, Kevin R. Ortell, to finalize and execute any and all agreements with Indiana Fiber Network to provide the fiber termination equipment, interface handoff equipment, and fiber cross connect for a 1 Gb circuit for the disaster recovery co-location site in an amount not to exceed One Hundred Sixty Two Thousand, Six Hundred Eighty Dollars ($162,680.00) for 60 months.

_________________________________  __________________________________
Elizabeth L. White, Chairperson  Joseph O’Connor, Secretary
Information Technology Board  Information Technology Board

June 25, 2013
City of Indianapolis – Marion County, IN

ERP Project Update

June 25, 2013
Highlights

Overall status: Green

- Cash Management in production as of May, 2013
- Strategic Sourcing in production as of May, 2013
- Grants module is in the final phases of testing with a July 1st Go Live
- ERP Steering Committee is consistently meeting monthly
  - Next meeting is 7/17/2013
- ERP Executive Committee will begin meeting monthly
  - Next meeting is 6/26/2013
### Ticket Aging Report

<table>
<thead>
<tr>
<th>Category</th>
<th>April 2013</th>
<th>May 2013</th>
<th>June 2013</th>
<th>Total</th>
<th>Category</th>
<th>April 2013</th>
<th>May 2013</th>
<th>June 2013</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Break-Fix</td>
<td>12</td>
<td>12</td>
<td>11</td>
<td>35</td>
<td>Break-Fix</td>
<td>12</td>
<td>12</td>
<td>6</td>
<td>30</td>
</tr>
<tr>
<td>Develop</td>
<td>2</td>
<td>4</td>
<td>0</td>
<td>6</td>
<td>Develop</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Inquire</td>
<td>236</td>
<td>197</td>
<td>174</td>
<td>607</td>
<td>Inquire</td>
<td>239</td>
<td>193</td>
<td>150</td>
<td>582</td>
</tr>
<tr>
<td>Request Service</td>
<td>138</td>
<td>151</td>
<td>98</td>
<td>387</td>
<td>Request Service</td>
<td>129</td>
<td>149</td>
<td>91</td>
<td>369</td>
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<tr>
<td>Training</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>Training</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>User Admin</td>
<td>102</td>
<td>136</td>
<td>2</td>
<td>283</td>
<td>User Admin</td>
<td>100</td>
<td>142</td>
<td>101</td>
<td>343</td>
</tr>
<tr>
<td>Grand Total</td>
<td>492</td>
<td>500</td>
<td>286</td>
<td>1278</td>
<td>Grand Total</td>
<td>483</td>
<td>500</td>
<td>350</td>
<td>1333</td>
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### Category Descriptions

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Break-Fix</td>
<td>Bug fixes, System/Application errors, problems</td>
</tr>
<tr>
<td>Develop</td>
<td>New application code to enhance an existing PeopleSoft component</td>
</tr>
<tr>
<td>Inquire</td>
<td>How to/usage assistance, not application problem(s)</td>
</tr>
<tr>
<td>Request Service</td>
<td>Day-to-day general support and maintenance</td>
</tr>
<tr>
<td>Training</td>
<td>Classroom training session request, not “how to assistance”</td>
</tr>
<tr>
<td>User Admin</td>
<td>Security profile and/or access assistance</td>
</tr>
</tbody>
</table>

(Report data as of Mon 2/25/13)
## April - June Trending Report

<table>
<thead>
<tr>
<th>Call Type</th>
<th>0-5 Days</th>
<th>6-14 Days</th>
<th>15-29 Days</th>
<th>30-44 Days</th>
<th>45+ Days</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Break-Fix</td>
<td>28</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>34</td>
</tr>
<tr>
<td>Develop</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>Inquire</td>
<td>474</td>
<td>90</td>
<td>34</td>
<td>8</td>
<td>24</td>
<td>630</td>
</tr>
<tr>
<td>Request Service</td>
<td>299</td>
<td>59</td>
<td>26</td>
<td>7</td>
<td>14</td>
<td>405</td>
</tr>
<tr>
<td>Training</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>User Admin</td>
<td>338</td>
<td>16</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>359</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1140</td>
<td>168</td>
<td>66</td>
<td>17</td>
<td>47</td>
<td>1438</td>
</tr>
</tbody>
</table>

**Percentage Closed**

- **Break-Fix**: 79%
- **Develop**: 12%
- **Inquire**: 5%
- **Request Service**: 1%
- **Training**: 3%
- **User Admin**: 3%

### Category Descriptions

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
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<td>Training</td>
<td>Classroom training session request, not “how to assistance”</td>
</tr>
<tr>
<td>User Admin</td>
<td>Security profile and/or access assistance</td>
</tr>
</tbody>
</table>
ERP Challenges

Training
- The original Train the Trainer methodology implemented has proven to be challenging and non-sustaining.
- A new training methodology for the enterprise is being reviewed.

Resources
- The original ERP Functional Team members were subject matter experts from the agencies.
- They brought the ever important business knowledge and did not possess any Peoplesoft knowledge or experience.
- Now with PeopleSoft Experience, they are attractive candidates to the outside market with much higher pay scales.

Hosted Infrastructure/Database Vendor
- Large amount of time and effort dedicated by the ERP Team to monitor and maintain the application and database performance with our current hosting vendor.
- Alternative hosting options are currently being explored.
Phase II Update

Overall status: Green

Modules in Progress (Finance Phase 2)

- Benefits Administration: August 2013, Go Live
- Asset Management: September 2013, Go Live
- Accounts Receivable: October 2013, Go Live

Modules on Hold

- Project Costing
- Expenses
- ePerformance
- Enterprise Learning Management
Questions?
Project Objectives

- Refresh aging storage and backup infrastructure
- Add capacity and performance for planned projects
- Transform data protection for improved backups and offsite replication
- Simplify management and operations
- Provide flexible and scalable infrastructure solution
- Upgrade network (10GbE)
Solution Summary

- Storage capacity increase
  - Current environment contains 132TB of capacity
  - New solution contains 450TB of capacity
  - Sustains 300GB/week organic growth and new projects
- Isilon – Enterprise Unstructured Data platform
  - (Home directories, shared drives, video, audio, etc.)
- VMAX – Enterprise Structured Data platform
  - (Databases, Sharepoint, Exchange, etc.)
- BRS – Enterprise Backup Recovery Solution
  - (Highly reliable disk-based back up platform and software)
Network Accomplishments

<table>
<thead>
<tr>
<th>Installation</th>
<th>Design and Configuration</th>
<th>User Acceptance Testing</th>
<th>Production Cut-Over</th>
<th>Installation at DR Site</th>
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<td>★</td>
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- Network installation completed (racked, stacked, cabled and powered on)
- Network design and configuration completed
- Network failover testing completed
- Network production cut over completed
Isilon Accomplishments

- All Isilon installation completed (equipment racked, stacked, cabled and powered on)
- Isilon design and configuration completed
- Isilon data has been migrated to the arrays
- Isilon secondary system is seeded and replicating data
VMAX Accomplishments

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<th>Design and Configuration</th>
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- VMAX installation completed (equipment racked, stacked, cabled and powered on)
- VMAX design and configuration work is underway
Backup & Recovery Solutions (BRS) Accomplishments

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<th>Installation at DR Site</th>
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</table>

- All Data Domain/NetWorker installation completed (equipment racked, stacked, cabled and powered on)
- Data Domain/NetWorker design and configuration work is underway
Upcoming Activities (next 30 days)

• User acceptance testing of Isilon data
• Completion of Isilon data migration
• Scheduling of production cut-over events for Isilon
• Completion of design and configuration work for VMAX
• Setting retention policies for Data Domain/Networker
• Completion of design and configuration work for Data Domain/Networker
• Establish connection to D/R site
Conclusion

• Next Project Status Update will be delivered at the August 27th Board Meeting

• Questions
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