Information Technology Board Agenda
Leading the way in enterprise-wide technology

Date: June 24, 2014    Time: 9:30 -11:00 am    Location: CCB Rm 260

Chairperson: Ms. Elizabeth L. White    CIO: Ms. Beth Howen

Minutes:
- Approval of the May 27, 2014 Meeting Minutes – Chairperson White

Status Updates:
- IT Board Business – Chairperson White
- ISA Report – Ms. Beth Howen
- ISA Financial Report – Mr. Ken Clark

Action Items:
- Resolution 14-18: Network Storage Inc – Isilon Storage – Mr. Ken Clark
- Resolution 14-19: Incapsulate - Consulting – Mr. Ken Clark
- Resolution 14-20: Websense – Network Security – Mr. Ken Clark

Discussion Items:
- 2015 IT Chargeback Redesign – Mr. Ken Clark

Adjourn:
The next scheduled IT Board meeting is on July 29, 2014 at 9:30 AM in CCB Room 260

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

Date: May 27, 2014  Time: 9:35am – 10:16am  Location: CCB Room 260

Chairperson: Elizabeth L. White  CIO: Beth Howen

Information Technology Board Members Present:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</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>Colonel Dezelan</td>
<td>Marion County Sheriff</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>Julie Phealon</td>
<td>Mayoral Appointee</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Judge Joven</td>
<td>Marion Superior Court</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Holli Harrington</td>
<td>City-County Council</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Beth Howen</td>
<td>Information Services Agency</td>
<td>Chief Information Officer</td>
</tr>
<tr>
<td>LeAnnette Pierce</td>
<td>Office of Corporation Counsel</td>
<td>Legal Counsel</td>
</tr>
</tbody>
</table>

Information Technology Board Members Not Present:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Al Stovall</td>
<td>Deputy Chief IFD</td>
<td>Voting Member</td>
</tr>
</tbody>
</table>


Guests: Teresa Donsbach, Purchasing; Marv Thornsberry, DAI; Barbara Brown, Knowledge Services; Ami Guilfoy, LoGO Indiana; Keith Connor; Lee Brown, ATOS; Clint Dean, ATOS and Jim Nelson, DAI; Lonny Toso, ATOS; David Evans, ATOS; Alicia Antonetti-Tacker, Crowe Horwath; Ann Solzak, Crowe Horwath; Bill Melind, Network Storage and Donna Schank, ERP.

Minutes

Approval of the April 29, 2014 IT Board Meeting Minutes

Mr. Jason Dudich made a motion to approve the April 29, 2014 IT Board Meeting Minutes and the motion was seconded by Mr. Julie Phealon and carried with assenting votes from Ms. Beth White, Ms. Claudia Fuentes, Ms. Holli Harrington, Mr. Joseph O’Connor Colonel Dezelan and Judge Joven.
Information Technology Board Meeting Minutes

Approval of the May 9, 2014 IT Executive Board Memoranda

Mr. Jason Dudich made a motion to approve the May 9, 2014 IT Board Executive Session Memoranda and the motion was seconded by Mr. Julie Phealon and carried with assenting votes from Ms. Beth White, Ms. Claudia Fuentes, Ms. Holli Harrington, Mr. Joseph O’Connor Colonel Dezelan and Judge Joven.

IT Board Business

Resolution 14-14- to Appoint Permanent ISA CIO Ms. Beth Howen

The IT Board appoints Ms. Beth Howen as Chief Information Officer of the Information Services Agency.

Mr. Jason Dudich made a motion to approve Resolution 14-14. The motion was seconded by Ms. Julie Phealon, and the motion passed with Seven (7) to One (1).

ISA Report

Good Morning Madam Chair and Good Morning Board Members!

- We have completed 2 projects in the last month and all remaining projects are on schedule and budget.
  - Completed:
    - Request Indy: The project completed the upgrade of the existing web based, Android and iOS versions of the application. As demonstrated at the April IT Board Meeting, these new versions add increased functionality and flexibility. The application went live during the 1st week in May and we have seen a great response from the Community.
  - Service Requests: 5/5/14 – 5/21/14

<table>
<thead>
<tr>
<th>Service Requests from Web</th>
<th>4,096</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Requests from iOS devices</td>
<td>885</td>
</tr>
<tr>
<td>Service Requests from Android devices</td>
<td>284</td>
</tr>
</tbody>
</table>

| Total Requests | 5,265 |

- Mobile Applications Downloads: 5/5/14 – 5/21/14

<table>
<thead>
<tr>
<th>iOS downloads</th>
<th>92</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android downloads</td>
<td>75</td>
</tr>
</tbody>
</table>
Information Technology Board Meeting Minutes

- **ERP Physical Host Migration to CCB:** On May 12th, we successfully went live with the PeopleSoft System in our environment. We did have just 2 minor issues but were able to resolve both of those very quickly. We now have greater visibility into the system which will give us the ability to better manage and response and optimize the system. We are also experiencing an improvement in performance. We have received multiple accolades from our customers due to the improvement in performance.

  I’d like to thank the entire PeopleSoft Team: Mike Darland, Chris Sherrow, Bob Radford, Matt Darland, Bhumi Shah, Bijitha Joseph, Tina Felix, Sarah Edrington, Candice Moor, Kimberly Cartwright, Nithya Soundararajan, Michelle Taylor, John Crone, MaryLou Eades, Sravan Patharla, Soundappan Murugesan and Mark Mitchell. With a special thanks to Donna Shank, ERP Team Manager. I’d also like to thank many of our customers who were instrumental in helping us test to ensure the system was sound and ready for Go Live: Shirley Mizen, Lori Hupp, Donell Shivers, Delight Morgan, Chuck White, April Schulteis, David Condon and Nathan Manners. Additionally, my thanks to our vendor’s partners: Atos, DAI, Vendita and EnTap.

For the month of February:

- **DAI met all of their established SLAs.**
- **Atos met 41 of their established SLAs and missed 10. While they did miss 2 more this month over last, there were anomalies during the month of April which resulted in missed SLAs. ISA receives requests on a periodic basis to image and setup temporary devices and/or move a series of devices for specific events. In any given month, these requests do not typically exceed 10 to 12 devices.**

  **During the month of April, we received over 250 requests for temporary device imaging and setup and over 90 requests for device moves. These requests came for specific events such as May Election, Odyssey Training, OMS Training, CAD/RMS Training, IMPD Recruiting, and others. While all of the requests were valid, it was a significant and unusual increase in requests that resulted in Atos missing 5 SLAs. Given that all of those requests were specific to the Deskside Services Team and this increased work also had a negative effect on the 3 missed Deskside SLAs. Contractually, Atos will be assessed penalties for any SLAs they miss 2 months in a row and this is the 1st month that they will have financial penalties. Missed SLAs were as follows:**

<table>
<thead>
<tr>
<th>Service Level Agreement</th>
<th>Criteria</th>
<th>SLA Expected</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deskside Priority 2 Tickets</td>
<td>Response within 1 hour and Resolution within 4 hours</td>
<td>95.00%</td>
<td>100.0% 66.67%</td>
</tr>
<tr>
<td>Deskside Priority 3 Tickets</td>
<td>Response within 4 hours and Resolution within 9 hours</td>
<td>85.00%</td>
<td>100.0% 40.36%</td>
</tr>
<tr>
<td>Deskside Priority 4 Tickets</td>
<td>Response within 8 hours and Resolution within 12 hours</td>
<td>85.00%</td>
<td>100.0% 46.81%</td>
</tr>
</tbody>
</table>
Information Technology Board Meeting Minutes

<table>
<thead>
<tr>
<th>PC Setup or Reimaging: 1</th>
<th>1 business day</th>
<th>95.00%</th>
<th>52.86%</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC Setup or Reimaging: 2 - 5</td>
<td>2 business days</td>
<td>95.00%</td>
<td>61.76%</td>
</tr>
<tr>
<td>PC Setup or Reimaging: 6 - 10</td>
<td>5 business days</td>
<td>95.00%</td>
<td>80.00%</td>
</tr>
<tr>
<td>PC Move: 1</td>
<td>1 business day</td>
<td>95.00%</td>
<td>30.00%</td>
</tr>
<tr>
<td>PC Move: 2 - 5</td>
<td>2 business days</td>
<td>95.00%</td>
<td>36.00%</td>
</tr>
<tr>
<td>Data Center and Network Priority 1 Tickets</td>
<td>Response within 30 minutes and Resolution within 4 hours</td>
<td>98.00%</td>
<td>100.00%</td>
</tr>
<tr>
<td>Data Center and Network Priority 4 Tickets</td>
<td>Response within 8 business hours and Resolution within 4 business days</td>
<td>85.00%</td>
<td>64.00%</td>
</tr>
</tbody>
</table>

As a means of collecting customer satisfaction data, Atos sends out surveys after the completion of a Service Desk ticket. For the month of April, 340 surveys were returned for an overall Average Satisfaction Rating of 4.5 out of 5. Of the 340 surveys, 313 were rated as Positive and 27 as Negative. This is the highest number of customer satisfaction surveys that we have received in any month to date. We received 180 more surveys in April over March. Top 3 agency Customer Satisfaction details for the Month of April:

<table>
<thead>
<tr>
<th>Agency</th>
<th>Total Surveys</th>
<th>Positive</th>
<th>Positive %</th>
<th>Negative</th>
<th>Negative %</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPS</td>
<td>79</td>
<td>75</td>
<td>95%</td>
<td>4</td>
<td>5%</td>
</tr>
<tr>
<td>Courts</td>
<td>60</td>
<td>53</td>
<td>88%</td>
<td>7</td>
<td>12%</td>
</tr>
<tr>
<td>Sheriff’s Office</td>
<td>26</td>
<td>23</td>
<td>88%</td>
<td>3</td>
<td>12%</td>
</tr>
<tr>
<td>DPR</td>
<td>24</td>
<td>23</td>
<td>96%</td>
<td>1</td>
<td>4%</td>
</tr>
<tr>
<td>OFM</td>
<td>21</td>
<td>21</td>
<td>100%</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

**ISA Financial Report**

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

**Total Expenses:** $31,907,737 was budgeted for 2014. $10,015,592 was used YTD, which equals 34.2% used overall. Total Encumbrance $24,451,468 YTD for 2014, with 76.63% Encumbered.

**Revenue:** $31,445,615 was budgeted for 2014. $7,660,236 was received YTD, which accounted for 24.4% collected.
Information Technology Board Meeting Minutes

Action Items:

Resolution 14-15- to Authorize Signatory Authority to Approve Information Technology Contracts for the Chief Information Officer of the Information Services Agency

Seeking Approval of the Information Technology Board to authorize the Chief Information Officer, Ms. Beth Howen to approve IT contracts executed by the subject agencies less than One Hundred Thousand Dollars ($100,000.00) without IT Board approval and any contracts equal to or greater than One Hundred Thousand Dollars ($100,000.00) will require IT Board approval.

Mr. Jason Dudich made a motion to approve Resolution 14-15. The motion was seconded by Colonel Dezelan, and the motion passed unanimously.

Resolution 14-16- to Approve the Expenditure for VMware Licenses Purchase & Maintenance

Seeking Approval of the Information Technology Board to authorize the Chief Information Officer, Ms. Beth Howen to negotiate and execute all reasonable and necessary agreements on behalf of ISA for VMware annual vSphere and vCenter maintenance and the purchase of an additional twelve (12) vSphere licenses and maintenance for a total amount not to exceed One Hundred Five Thousand Dollars and Zero Cents ($105,000.00).

Ms. Julie Phealon made a motion to approve Resolution 14-16. The motion was seconded by Colonel Dezelan, and the motion passed unanimously.

Resolution 14-17- to Approve the Expenditure for Microsoft Email Migration Services

Seeking Approval of the Information Technology Board to authorize the Chief Information Officer, Ms. Beth Howen to negotiate and execute all reasonable and necessary agreements on behalf of ISA with Microsoft Corporation for email migration services for a total amount not to exceed Seventy-Nine Thousand, Four Hundred Five Dollars and Zero Cents ($79,405.00).

Colonel Dezelan made a motion to approve Resolution 14-17. The motion was seconded by Ms. Holli Harrington, and the motion passed unanimously.

Ms. Beth White adjourned the May 27, 2014 IT Board meeting at 10:16am.

The next scheduled IT Board Meeting is June 24, 2014
## ISA Project Status

### ISA Major Business Initiatives

<table>
<thead>
<tr>
<th>BI</th>
<th>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>

### 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>
</tr>
</thead>
<tbody>
<tr>
<td>OMSe Implementation</td>
<td>BI2</td>
<td>Complete</td>
<td>6/2/2014</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
</tr>
<tr>
<td>DEXTER Development</td>
<td>BI2</td>
<td>Complete</td>
<td>6/6/2014</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
</tr>
<tr>
<td>Conversion to Odyssey</td>
<td>BI2</td>
<td>Complete</td>
<td>6/6/2014</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
</tr>
<tr>
<td>ERP Implementation Financials Phase 2</td>
<td>BI2</td>
<td>Executing</td>
<td>7/31/2014</td>
<td>Yellow</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>DPW Traffic Signal Network System Upgrade</td>
<td>BI5</td>
<td>Executing</td>
<td>7/31/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Windows 7 &amp; Office 2010 Enterprise Migration</td>
<td>BI2</td>
<td>Executing</td>
<td>7/31/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>PC Refresh 2013</td>
<td>BI2</td>
<td>Executing</td>
<td>7/31/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Voter Information Portal Enhancements</td>
<td>BI5</td>
<td>Executing</td>
<td>12/31/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>False Alarm Tracking &amp; Reporting</td>
<td>BI2</td>
<td>Executing</td>
<td>7/18/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>2015 Chargeback Redesign</td>
<td>BI2</td>
<td>Executing</td>
<td>7/18/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Tablet Pilot</td>
<td>BI2</td>
<td>Executing</td>
<td>9/30/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Enterprise WiFi (Private &amp; Public)</td>
<td>BI5</td>
<td>Executing</td>
<td>3/31/2015</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Email Upgrade</td>
<td>BI5</td>
<td>Planning</td>
<td>9/30/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Mobile Device Management Pilot</td>
<td>BI5</td>
<td>Planning</td>
<td>9/30/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Marion County Property Card Assessor’s Portal</td>
<td>BI5</td>
<td>Planning</td>
<td>8/15/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
</tbody>
</table>

Note: The keys for these categories are located on the last page of this report.
Current Project Summary Descriptions

2015 Chargeback Redesign
This project will define the 2015 ISA Service Catalog and design the new chargeback model for applications within the enterprise. The new model will utilize ISA’s consumption data and provide more usage-based pricing for ISA customers in 2015.

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. The estimated project completion date has been revised to July 2014.

DEXTER Development
Develop the Dexter integration engine components required to facilitate the seven (7) data exchanges identified as critical for the CORE (Courts Online Records Exchange) “go live”. The components will be designed and developed per the requirements gathered and documented within the Process Modeling and Use Cases document.

Email Upgrade
ISA will be upgrading the Exchange system to a more current release. This new release will offer us new functionality and flexibility that currently does not exist in our environment today.

Enterprise WiFi (Private & Public)
ISA is conducting an assessment to bring an enterprise class private and public WiFi solution into the City County Building (and potentially campus locations). After completion of the assessment and determination of final solution, we will begin communication to the enterprise as well as implementation of the solution.

ERP Implementation – Multiple Phases
We are implementing the final phase of the 3-year Enterprise Resource Planning (ERP) project.

Accounts Receivable will be the last module implemented into PeopleSoft. This module includes an interface for Cash Management.

False Alarm Tracking & Reporting
Develop a new application to replace the IMPD legacy application developed in VB 6 to track, monitor and report on false alarm runs. Add the functionality necessary to allow IFD to track their false alarm runs as well. Accurate tracking and reporting of these runs could result in significant revenue for the respective departments. This project will be deployed in multiple iterations using the agile methodology. IFD’s component will be developed first while the current IMPD application is analyzed and reengineered.

Marion County Property Card Assessor’s Portal
This project will add the Property Card containing Marion County property assessed values to existing “GIS – Public facing application” which currently provides other parcel property information.

Mobile Device Management (MobileIron) Pilot
ISA is working to execute a mobile device management platform pilot using an application called MobileIron in the environment. This application will enable ISA with a toolset to manage wireless devices with better efficiency as well as enhancing the user experience. This pilot will last for duration of 120 days.

Odyssey Conversion
Provide research, evaluation, development and support in the conversion of criminal data stored in JUSTIS to the new Odyssey application.

OMSe Implementation
The implementation of GTL’s Offender Management System to replace the current Jail Inmate Management System (JIMS). This project is being managed by the vendor’s Project Manager, Gerry Gabler with the assistance of DAI Application Services.

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.

**Tablet Pilot**
ISA will be conducting a tablet pilot with multiple agencies/departments within the enterprise to see if tablets are a viable device for mobile and/or field employees. This pilot will be conducted over approximately 120 days with consistent monitoring and feedback from the pilot users. At the end of the pilot, ISA will provide the pilot findings along with any established guidelines and/or policies, if needed, for continued use of tablets in the enterprise.

**Voter Information Portal Enhancements**
This project will provide updates to the VIP as requested by the customer. Enhancements have been requested to both the public-facing application as well as the internal data maintenance application.

**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 10 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.

### Current Project Status, Milestones & Issues

#### 2015 Chargeback Redesign
- Finalized 2015 IT Service Catalog
- Finalized infrastructure cost model
- Finalized application cost model

**Upcoming Milestones**
- Review model with all ISA customers

#### DPW Traffic Signal Network and System Upgrade
- Traffic Control Corporation will oversee the implementation of the traffic management system: Contracts.
- The implementation will be coordinated with American Structurepoint and ISA. American Structurepoint is a consultant for DPW.
- The fiber repairs are underway by TC Electric.
- ISA-DPW maintenance and support arrangement is under discussion.

**Upcoming Milestones**
- Controller upgrades and fiber repairs will be completed by the end of July.
- Begin using Centracs and fiber network in August.

#### DEXTER Development
- MOU and MOAs signed by all parties participating in the exchanges
- DEXTER went live on 6/6 as planned
- Cross-agency team meets daily to manage and solve issues post go-live

**Upcoming Milestones**
- Continue to identify and resolve post go-live issues
- Conduct bi-monthly governance team meetings

#### Email Upgrade
- MS investment dollars verified and validated through duration of migration efforts
- Migration consultants identified
- Exchange and client options identified
- E-Vault storage amounts and migration method agreed upon
- Team Roles identified
- Project plan and migration strategy defined
- Migration readiness assessment completed

**Upcoming Milestones**
- Migration bandwidth testing
- Contract execution

#### Enterprise WiFi (Private & Public)
- Rough Order of Magnitude document was delivered to ISA and approved
June 2014 ISA Project Summary Report

- Statement of Work document has been delivered to ISA

**Upcoming Milestones**
- Process and approve Statement of Work
- Begin scheduling days for building survey to begin

**ERP Implementation**
- Accounts Receivable-iNovah expansion into the Auditor's office for cash collection and interface into Accounts Receivable.

**Upcoming Milestones**
- Go Live for this module is expected to be in July.

**False Alarm Tracking & Reporting**
- Application is currently being tested by the internal QA analyst in preparation for release to the customers for UAT.
- Request being drafted for the creation of the AD group granting access to the IMPD false alarm team.
- Pre-UAT demonstration for OFM Sponsor.
- There is one final "new" function required, the ability to "override and cancel" a false alarm occurrence. DAI is meeting with the customer and vendor to work out the requirements.

**Upcoming Milestones**
- Release Iteration I (IMPD) for UAT
- Deploy Iteration I to Production
- Begin Iteration II (IFD)

**Marion County Property Card Assessor’s Portal**
- Kick-Off meeting held on June 18, 2014. Design meeting scheduled for upcoming week.

**Mobile Device Management (MobileIron) Pilot**
- Mobile Iron appliances have been deployed and configured
- Internal device testing with system has begun

**Upcoming Milestones**
- Begin adding user devices to system
- Test functionality with user devices and enterprise network

**Odyssey Conversion**
- Regular meetings with all of the Odyssey implementation stakeholders are being held to keep everyone informed of the progress and any issues that are identified during the development.
- Processes and approaches for data conversion are designed, evaluated, tested and executed as identified.
- Made significant progress in the conversion of the financial data, as inaccuracies were identified, they were researched and fixed as required.
- Completed financial data conversion.

**Upcoming Milestones**
- Production Support
  - Continue to assist in the transition from JUSTIS to Odyssey as requested and required.

**OMSe Implementation**
- Vendor managed project with onsite assistance on an as-needed basis.
- OMS went live on June 1, 2014. The transition went very smooth.
- There have been minor data and training issues, but overall things continue to go well.
- Production Support
  - Continue to assist in the transition from JIMS to OMS as requested and required.

**PC Refresh 2013**
- 2200 Workstations Deployed
  - ISA / DAI / NG
  - Courts
  - Assessor
  - Surveyor
  - Controller
  - DCE
  - Community Corrections
  - Probation
  - MCSO-Medical (Sheriff)
  - Mayor’s Office
  - Election Board
  - Auditor
  - City County Council
  - Clerk
  - DMD
  - Audit and Performance
  - DPW
  - Forensics

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June 2014 ISA Project Summary Report

- Treasurer
- IMPD Latent Print
- Prosecutor
  - Continue to address the challenges of unknown and/or unlicensed software deployed within the environment.

**Upcoming Milestones**
- Visit each agency to document software installed on old assets prior to refresh
- Deploy a system into each agency for testing and approval prior to general deployment to the agency
- Identify any one-off application software that will need to be installed after the deployment

**Tablet Pilot**
- Tested multiple tablets for final selection of the pilot device.
- Established criteria for pilot metrics.

**Upcoming Milestones**
- Final selection for pilot device.
- Schedule agency/department meetings for project kickoff.
- Complete testing of selected pilot device.

**Voter Information Portal Enhancements**
- Assessing feasibility of requested enhancements
- Commenced Development
- Completed Development
- Initiated Testing

**Upcoming Milestones**
- Production Deployment

**Windows 7 & Office 2010 Migration**

**Upcoming Milestones**
- Integrate this project with the deployment of the 2013 PC Refresh Project.

**Vendor Performance**

**Atos:** Atos met 47 SLAs and missed 4 for the month of May. The Infrastructure Services ticket counts follow:

<table>
<thead>
<tr>
<th></th>
<th>Opened</th>
<th>Resolved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>4,999</td>
<td>4,909</td>
<td>98.2%</td>
</tr>
</tbody>
</table>

**DAI:** DAI met all of the established SLAs for the month of May. The Application Services ticket counts follow:

<table>
<thead>
<tr>
<th></th>
<th>Opened</th>
<th>Resolved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>685</td>
<td>658</td>
<td>96.1%</td>
</tr>
</tbody>
</table>

**Application Services Hours – May 2014**

**LoGO Indiana:** During the month of May, 49,848 transactions were processed through the Indygov.Biz Portal. The transactions processed resulted in over $1.1 million deposited back to City/County Agencies in statutory fees and $14,247 deposited to the Enhanced Access Review Committee Revenue Share Fund.

**Project Keys**

<table>
<thead>
<tr>
<th>Scope Key</th>
<th>Description</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>
</tbody>
</table>
### June 2014 ISA Project Summary Report

<table>
<thead>
<tr>
<th>RI</th>
<th>Resource Issue – scope expansion due to resource related issue such as resource availability</th>
</tr>
</thead>
<tbody>
<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>Status</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>
<tr>
<td>Yellow</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>Green</td>
<td>Project is on time, on budget and/or on scope.</td>
</tr>
<tr>
<td>Black</td>
<td>This project has been placed on long term hold, terminated early, or retired</td>
</tr>
</tbody>
</table>

#### Key

<table>
<thead>
<tr>
<th>Phase</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiating</td>
<td>Defining and authorizing the project, including prioritization.</td>
</tr>
<tr>
<td>Planning</td>
<td>Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.</td>
</tr>
<tr>
<td>Executing</td>
<td>Performing the work of the project according to the scope, schedule and cost baselines established in Planning</td>
</tr>
<tr>
<td>Complete</td>
<td>Formal acceptance of the product, service or result</td>
</tr>
</tbody>
</table>
Financial Report

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

### 2014 vs. 2013 May Year-to-Date Expenses

<table>
<thead>
<tr>
<th>Characters</th>
<th>Approved Budget 2014</th>
<th>YTD Spend May-14</th>
<th>2014%</th>
<th>YTD Encumbrance May-14</th>
<th>2014%</th>
<th>YTD Spend May-13</th>
<th>2013%</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL EXPENSE</td>
<td>$31,907,737</td>
<td>$12,507,300</td>
<td>39.2%</td>
<td>$24,820,799</td>
<td>77.79%</td>
<td>$12,761,378</td>
<td>40.9%</td>
</tr>
<tr>
<td>Char 1 - Personnel &amp; Fringes</td>
<td>$3,077,444</td>
<td>$770,133</td>
<td>25.0%</td>
<td>$770,133</td>
<td>25.03%</td>
<td>$1,110,440</td>
<td>31.9%</td>
</tr>
<tr>
<td>Char 2 - Supplies</td>
<td>$150,000</td>
<td>$23,446</td>
<td>15.6%</td>
<td>$24,724</td>
<td>16.48%</td>
<td>$9,704</td>
<td>6.4%</td>
</tr>
<tr>
<td>Char 3 - Contractual Services</td>
<td>$26,562,298</td>
<td>$10,145,726</td>
<td>38.2%</td>
<td>$22,457,947</td>
<td>84.55%</td>
<td>$10,691,192</td>
<td>40.3%</td>
</tr>
<tr>
<td>Char 4 - Capital &amp; Equipment</td>
<td>$2,117,995</td>
<td>$1,567,995</td>
<td>74.0%</td>
<td>$1,567,995</td>
<td>74.03%</td>
<td>$950,042</td>
<td>95.0%</td>
</tr>
</tbody>
</table>

### 2014 vs 2013 May Year-to-Date Revenue

<table>
<thead>
<tr>
<th></th>
<th>Budget 2014</th>
<th>YTD May-14</th>
<th>% Collected</th>
<th>Budget 2013</th>
<th>YTD May-13</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL REVENUE</td>
<td>$31,445,615</td>
<td>$10,304,479</td>
<td>32.8%</td>
<td>$32,656,819</td>
<td>$10,520,356</td>
<td>32.2%</td>
</tr>
<tr>
<td>Chargeback/Pass Through</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>$17,061,986</td>
<td>$5,687,430</td>
<td>33.3%</td>
<td>$17,630,280</td>
<td>$4,413,535</td>
<td>25.0%</td>
</tr>
<tr>
<td>County</td>
<td>$11,688,667</td>
<td>$3,896,225</td>
<td>33.3%</td>
<td>$12,176,231</td>
<td>$5,075,901</td>
<td>41.7%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$500,000</td>
<td>$117,888</td>
<td>23.6%</td>
<td>$275,000</td>
<td>$100,951</td>
<td>36.7%</td>
</tr>
<tr>
<td>Telephones</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>$1,139,481</td>
<td>$322,783</td>
<td>28.3%</td>
<td>$1,343,388</td>
<td>$447,360</td>
<td>33.3%</td>
</tr>
<tr>
<td>County</td>
<td>$743,481</td>
<td>$251,964</td>
<td>33.9%</td>
<td>$919,920</td>
<td>$436,084</td>
<td>47.4%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$312,000</td>
<td>$27,893</td>
<td>8.9%</td>
<td>$312,000</td>
<td>$46,526</td>
<td>14.9%</td>
</tr>
<tr>
<td>Miscellaneous Revenue</td>
<td>$0</td>
<td>$296</td>
<td>0.0%</td>
<td>$0</td>
<td>$0</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Current year revenue*
RESOLUTION 14-18

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize the Expenditure for Isilon Storage with Network Storage, Inc.

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

WHEREAS, the Information Services Agency (“ISA”) has identified the need for additional nodes of Isilon storage; and

WHEREAS, ISA is recommending approval of the expenditure for Network Storage, Inc. for the purchase of Isilon hardware, software, maintenance, support and implementation in an amount not to exceed One Hundred Eighty Two Thousand, One Hundred Eighteen Dollars and Ninety Five Cents ($182,118.95); and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to execute all reasonable and necessary agreements on behalf of ISA for Network Storage, Inc hardware software, maintenance, support and implementation for a total amount not to exceed One Hundred Eighty Two Thousand, One Hundred Eighteen Dollars and Ninety Five Cents ($182,118.95).

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

June 24, 2014
RESOLUTION 14-19

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize the Expenditure for Incapsulate Consulting Services

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

WHEREAS, the Information Services Agency (“ISA”) has reviewed the business need for consulting services from Incapsulate to aid in the implementation of the Salesforce platform for the replacement of the Mayor’s Action Center Constituent Relationship Management system; and

WHEREAS, ISA is recommending approval of the expenditure for consulting services with Incapsulate in an amount not to exceed One Hundred Sixty Six Thousand, One Hundred Twenty Dollars ($166,120.00).

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to execute all reasonable and necessary agreements on behalf of ISA for Incapsulate for consulting services for a total amount not to exceed One Hundred Sixty Six Thousand Dollars, One Hundred Twenty Dollars and Zero Cents ($166,120.00).

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

June 24, 2014
RESOLUTION 14-20

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize the Expenditure for Websense

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

WHEREAS, the Information Services Agency (“ISA”) has reviewed the business need for the continued use of Websense network security solutions; and

WHEREAS, ISA is recommending approval of the expenditure for Websense maintenance and support in an amount not to exceed One Hundred Forty One Thousand, Two Hundred Ninety One Dollars and Eighty Six Cents (141,291.86) through September 27, 2015; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to execute all reasonable and necessary agreements on behalf of ISA for Websense maintenance and support for a total amount not to exceed One Hundred Forty One Thousand, Two Hundred Ninety One Dollars and Eighty Six Cents ($141,291.86) through September 27, 2015.

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

June 24, 2014
IT Board Presentation:
2015 IT Chargeback Redesign
IT Chargebacks Overview

• Why charge back IT costs and why charge based on consumption?
  – Controls IT costs across enterprise
  – Determines the cost of doing business
  – Utilizes technology to improve efficiency and reduce costs
  – Aids in prioritizing technology projects
IT Chargeback Timeline

• 2012: Technology Stacks
• 2013: First IT Service Catalog
  – Defined IT services
  – Determined allocation methods
• 2014: Updated Service Catalog
  – Provided reporting for customer review
  – Reviewed chargeback invoice with each customer
• 2015: Infrastructure-driven Service Catalog
Process Overview

- Best Practices used to define services
- Costs updated on an annual basis to determine pricing
- Service unit based on consumption where possible
- Customer review of allocated units
2015 IT Chargeback Redesign

• Implementing Infrastructure as a Service (IaaS)
  – Replacing % allocations for infrastructure costs with defined infrastructure costs
  – Pricing physical versus virtual servers
  – Pricing new EMC storage solution
  – Pricing disaster recovery
  – Total application cost will now include infrastructure costs specific to the application
2015 IT Chargeback Redesign

• Additional highlights of 2015 Redesign
  – Pricing for each individual application (150+)
  – Exact pricing for S: and H: drive storage
  – Flexible development and project budgeting
  – Simplified telephone and circuit charges
  – >50% reduction in telephone charges
  – Over $1M reduction in City-County chargebacks
  – Quarterly consumption-based chargebacks
Next Steps

• 2015 model overview sessions with customers
• Providing pre-populated budget workbooks to customers, including:
  – ISA recommended budget
  – Unit reporting
• Meetings w/customers as needed/requested
• Reviewing new model with external customers
<table>
<thead>
<tr>
<th>Date</th>
<th>Dept.</th>
<th>Description</th>
<th>Vendor</th>
<th>Annual $ Amount</th>
<th>Total $ Amount</th>
<th>Funding Department or Chargeback</th>
<th>MBE/ WBE</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/03/14</td>
<td>ISA</td>
<td>Server Maintenance &amp; Support</td>
<td>Service Express</td>
<td>$16,824.00</td>
<td>$75,000.00</td>
<td>ISA</td>
<td>No</td>
<td>Maintenance</td>
</tr>
<tr>
<td>01/13/14</td>
<td>ISA</td>
<td>Gartner IT Executive CIO Membership</td>
<td>Gartner Inc.</td>
<td>$78,200.00</td>
<td>$78,200.00</td>
<td>ISA</td>
<td>No</td>
<td>Service</td>
</tr>
<tr>
<td>01/13/14</td>
<td>OCC</td>
<td>Document Management System</td>
<td>Interwoven, Inc.</td>
<td>$3,150.00</td>
<td>$12,600.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>02/10/14</td>
<td>OFM</td>
<td>Revenue Results SW License</td>
<td>Columbia Ultimate</td>
<td>$30,400.00</td>
<td>$30,400.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>03/04/14</td>
<td>ISA</td>
<td>Support Services for ISA Technical Staff</td>
<td>Micorsoft Corporation</td>
<td>$49,880.00</td>
<td>$49,880.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>03/13/14</td>
<td>IMPD</td>
<td>i2 Crime Software License &amp; Maintenance</td>
<td>IBM</td>
<td>$20,461.72</td>
<td>$53,726.52</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>03/20/14</td>
<td>ISA</td>
<td>Xenapp Presentation Server License</td>
<td>Citrix</td>
<td>$20,850.00</td>
<td>$20,850.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>03/31/14</td>
<td>ISA</td>
<td>Daeja Viewer</td>
<td>Berkheimer Onesource</td>
<td>$4,208.75</td>
<td>$8,417.50</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>04/02/14</td>
<td>ISA</td>
<td>Kofax Software &amp; Maintenance</td>
<td>Berkheimer Onesource</td>
<td>$30,328.68</td>
<td>$60,062.68</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>04/10/14</td>
<td>IMPD</td>
<td>WINACE</td>
<td>Software Techniques</td>
<td>$11,745.00</td>
<td>$35,235.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>04/17/14</td>
<td>ISA</td>
<td>Bronze level support Syncsort BEX data protection</td>
<td>Catalogic Software</td>
<td>$18,666.00</td>
<td>$18,666.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>04/23/14</td>
<td>ISA</td>
<td>Quest Reporter</td>
<td>DLT Solutions</td>
<td>$6,300.00</td>
<td>$6,300.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>04/23/14</td>
<td>ISA</td>
<td>OptiView Network Monitoring Tablet</td>
<td>Matrix Integration</td>
<td>$3,695.00</td>
<td>$3,695.00</td>
<td>ISA</td>
<td>WBE</td>
<td>Maintenance</td>
</tr>
<tr>
<td>05/14/14</td>
<td>ISA</td>
<td>CBM Archives Company</td>
<td>CBM Fingerprint Storage</td>
<td>$59,848.63</td>
<td>$236,597.24</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>05/16/14</td>
<td>ISA</td>
<td>IQ Quarum Software maintenance &amp; support</td>
<td>Lockheed Martin</td>
<td>$16,608.30</td>
<td>$48,721.30</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
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<tr>
<td>05/30/14</td>
<td>ACC</td>
<td>Chameleon Kennel Management System software</td>
<td>HLP, Inc.</td>
<td>$11,520.00</td>
<td>$23,040.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>05/30/14</td>
<td>ASSESSOR</td>
<td>Apex Sketch Software Maintenance Renewal</td>
<td>Apex Software</td>
<td>$4,350.00</td>
<td>$8,400.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>06/03/14</td>
<td>DCE</td>
<td>Imaging Office Systems</td>
<td>Microfilm, Paper Scanner SW</td>
<td>$2,000.00</td>
<td>$6,112.02</td>
<td>ISA</td>
<td>No</td>
<td>License/Maintenance</td>
</tr>
</tbody>
</table>