



Information Technology Board June 24, 2008 Meeting Agenda

Leading the way in enterprise-wide technology

Meeting Date:	06/24/2008	Meeting Time	9:30-11:00 am
		Location:	CCB Room 260
Chairman:	Michael W. Rodman	CIO:	Shital Patel

Minutes:

- Approval of May 27, 2008 Meeting Minutes

Status Updates:

- IT Board Business
- ISA Report – Shital Patel
- ISA Financial Report – Aaron Hood

Action Items:

- None

Discussion Items:

- Project Update – Recovery Consulting – Barb Thompson

Adjourn:

The next scheduled IT Board meeting is on July 22, 2008 at 9:30 AM in CCB Room 260

Attachment:

Contracts < \$100,000



Information Technology Board May 27, 2008 Meeting Minutes

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Meeting Date:	05-27-08	Building/Floor/Room:	C/C, 2 nd floor, Room 260
Meeting Time:	9:30	Chairman:	Michael Rodman
Meeting Purpose:	Monthly Meeting	CIO:	Shital Patel

Information Technology Board Members Present:

Michael Rodman	Marion County Treasurer	Chairperson
Linda Enders	Citizen-Mayoral Appointee	Secretary
Chief Deputy Forestal	Marion County Sheriff Department	Proxy and Voting Member
David Reynolds	Office of Finance and Management	Voting Member
Jennifer Ruby	City-County Council Appointee	Voting Member
Beth White	Marion County Clerk	Voting Member
Greg Bowes	Marion County Assessor	Voting Member
Judge Collins	Marion County Superior Court	Voting Member
Scott Newman	Public Safety Director	Voting Member
Shital Patel	Information Services Agency	Non-voting member
April Schultheis	Office of Corporation Counsel	Legal Counsel (non-voting)

Present: Barbara Brinson, Phil Brummit, Joe Campbell, Chuck Carufel, John Chavez, John DeCocq, Lesa F. Dietrich, Beverly Dillon-Macy, Jeff Hayhow, Aaron Hood, Carol Horne, Kevin Ortell, Jim Nelson, Dan Pavey, Rick Petrecca, Joe Lex, Nicole Randol, Richard Riddle, Jim Ruddell, Giesla Schepers, Frank T. Short, Jeff Snodgrass, Barbara Thompson, Marv Thornsberry, Renee' Washington, Amber Watkins, Carol Hoberty.

Guests: Ami Guilfooy and Arleen Action, LoGo Indiana; Tom Heldt and Beth Bagnell, Ciber; Sean Fahay, Quest Information Systems; Curt Grasso; PVD.Net, Inc.; Sean McCloskey, Dell; Tonya Hanshew, Haverstick Consulting; Jon Kizer, DPA; Sam LeStourgen, IBM

The May 27, 2008 IT Board meeting was called to order at 9:30.

Approval of the April 22, 2008 IT Board Meeting Minutes

Judge Collins, Marion County Superior Court, made a motion to approve the April 22, 2007 IT Board Minutes. The motion was seconded by Ms. White, Marion County Clerk and carried unanimously.



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ISA Report

Ms. Patel, Chief Information Officer, ISA presented the ISA Report including an update on completed projects such as the Avaya Modular Messaging. Virtualization efforts are complete with 103 virtual servers running on 11 physical hosts. While this project is being closed, ISA will continue to look for opportunities within the enterprise to improve efficiencies. The on-going projects include a change to the Accela Automation project to modify the installation of Accela and provide a shared environment for the City and Health & Hospital. ISA awaits word from the courts regarding the timeframes and planning for the Odyssey implementation. The Courts are currently working with JTAC to begin establishing some of that information. The initial report of the Enterprise Resource Planning Needs Analysis Document has been reviewed by ISA and the Office of Finance and Management (OFM). Key findings will be based off of the OFM feedback. The FileNet upgrade is running in the environment. External sites are ready for the MOSS 2007 and content management system. The environment should be ready in about three weeks. The Municipal Wireless Feasibility Study advisory committee has decided to move forward focusing on a select group of external entities. Individuals within the Mayor's Office and outside entities are being interviewed. The Radio Frequency Identification equipment that was returned to the vendor has been shipped back and received at the Marion County Juvenile Justice Center. The system will soon be moving to an operational support status with additional training and documentation.

The IT Strategic Plan initiative has concluded surveys and interviews with focus groups and individuals. Work continues with Crowe Chizek's subject matter experts as the vendor continues to meet one-on-one with key staff members. Ms. Patel suggested an IT Board Retreat to discuss the findings.

Ms. Patel updated the Board on the recognition of the City of Indianapolis and Marion County significant award for the EBIRS (Election Board Incident Reporting System) in the 2007- 2008 PTI Solutions Award competition. The EBIRS application received a Significant Achievement Award. Mr. Petrecca and his team, Mr. Nelson, Mr. Rogers, Mr. Hamonangan, Ms. Sowmyan, Mr. Patel, Ms. Hall, and Mr. Mallon are to be recognized.

Ms. White commented the system was developed by DAI to assist in trouble ticket resolution specific to the elections and has been used in three elections. Ms. White stated that the application works wonderfully and is a very useful as a tool. Staff is looking forward to continued use. The application has provided tremendous benefit to the Election Board and DAI is very deserving of recognition.

Vendor Performance

Ms. Patel reported NG and DAI did not miss any SLRs last month.



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ISA Financial Report

Mr. Hood, CFO, ISA presented the ISA Financial report and stated in the first section of the report reflects expenses 1/3 of the way through the current financial year. To date, ISA has spent \$12.4 million which is in line for a third of the year. Revenue collected this year totals a little over \$5.5 million which includes the reduced projection of revenue with the five percent cut back as agreed with the Office of Finance and Management (OFM). The City side has caught up with payments to ISA but the County is still lagging. Mr. Hood expects that next month the County should be back on track. The third section of the report compares service area contracts. ISA has spent \$5 million year-to-date relative to last year at this time. As explanation for the variance, Mr. Hood offered it is due to the "True-up" from Amendment 5 with NG that provided a reconciliation method for annual payment according to the terms. The payment came in March which accounts for the variance. Mr. Hood concluded that ISA has submitted initial 2009 budget numbers to OFM.

Chief Deputy Forestal asked if the Character Three \$2 million identified as in excess of last year (\$11 million total Character 3 vs. \$9 million last year) includes the \$4.8 million carry over from last year Purchase Orders. Mr. Hood explained that the \$11 million does indeed reflect carry over from prior year purchase orders.

Action Items:

Resolution 08-08 Project Management Services for the Accela Automation

Ms. Thompson, Contracts Manager, ISA and Mr. Ortell, Deputy Director, ISA, presented Resolution 08-08. Ms. Thompson stated that the request represents the project management services with Quest for the Accela Automation project. The amendment is the first for this contract which is not complete. The request is extend the contract for one year. Ms. White stated that the go live date for the Accela project is expected for late October or early November and asked if the extension is sufficient time to take the project through completion. Ms. Patel explained there is a second phase for a service request piece which ISA has not decided on. If so, ISA would like to maintain consistency. The project manager has done a good job. Ms. White asked if permit revenue and other associated funds are the funding source for the Accela project. Ms. Patel confirmed they were. Ms. White made a motion to approve Resolution 08-08. The motion was seconded by Ms. Ruby and carried unanimously.

Resolution 08-09 to Approve the Amendment Four to the Contractual Agreement entered into between the Consolidated City of Indianapolis/Marion County, Information Services Agency and Clawson Communications Inc. Information Systems.

Ms. Thompson and Mr. Ortell presented Resolution 08-09. Ms. Thompson stated that the resolution is for a 90-day extension on the contract. ISA committed to bid the contract through an RFP which was posted on the 19th. The RFP needs to be out for four weeks. The cut off on the RFP would coincide with the termination date of the



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contract. A motion was made to Approve Resolution 08-09 by Ms. Ruby. The motion was seconded by Chief Deputy Forestal and passed unanimously.

Discussion Items

Business Intelligence Tools

Mr. Petrecca, Service Area III, ISA and Michael Huber, Director of Enterprise Development, Mayors Office, presented the Business Intelligence Tools update.

Mr. Huber stated that enterprise development is the focus on cost savings, service improvement and business transformation initiatives that cut across many different city departments. Mr. Huber discussed an exciting new initiative called IndyStat which piloting began in March. IndyStat is essentially a periodic performance meeting with the Mayor and members of the Executive Staff. The group will review and analyze departmental performance data. The folks at every IndyStat meeting include Mayor Ballard; Mr. Paul Okeson, Chief of Staff; Mr. Michael Huber, Director of Enterprise Development; Ms. Shital Patel, CIO; Ms. Sarah Taylor, Director of MAC/Constituent Services; Mr. David Reynolds, City Controller; Mr. Chris Cotterill, Chief Counsel. Responsibilities do reach across many departments and the meeting is not open to the public. The intent is internal management strategy meetings to discuss the performance of any given agency. The initiative is based on the Baltimore CityStat Initiative with frank discussions. Mr. Huber narrated a PowerPoint Presentation and explained the review of financial numbers, actual to budgeted expenses, programmatic data, expense of services, and the challenges of replacing equipment as it ages. Mr. Huber explained that the focus on operational problems is why there is a need to use business intelligence tools. Currently, charts are compiled by staff working with department CFOs. For the initiative to have value the information needs to be more comprehensive than the top line of financial numbers. The initiative needs a tool that can actually make queries (or pull information) from different department data bases and help generate charts automatically.

The tool recommended by ISA is Microsoft's PerformancePoint which is built on top of tools which are currently owned by the enterprise such as SharePoint which enables the sharing of documents and allows for easy publishing of reports to the web. Although the meetings will not be open, questions on the IndyStat initiative, all of the documents, memos and statistics will be published on the web. The Mayor intends to facilitate open questions to citizens. Mr. Huber invited county officials to participate in this initiative and offered to visit each official to discuss the project.

Mr. Petrecca discussed PerformancePoint which builds upon tools the enterprise already has in place. The tool is able to take data from Oracle, the mainframe, or excel spreadsheet push the information through, perform analysis, then publish the results on the web both internally and externally. ISA intends to purchase the server and licenses



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for 20 internal users. The users will have full access to build new dash boards, performance indicators, and publish both internally and externally. Part of the expense will include assistance in implementation and set up.

Mr. Bowes asked for confirmation that the type of data will not matter as long as the data exists. The tool will farm out the information and put in analytical format. Mr. Petrecca discussed that some forms of data will be easier to merge than others. Ms. Ruby asked if the intent is to integrate with the 311 or phone system. The response was indicated that was correct and that the Mayor's Action Center (MAC) would be first as the citizen's primary contact point. Ms. Ruby asked who will be assisting with implementation and has consideration been given to specialty vendors. Ms. Patel responded that a vendor has been identified and is Microsoft certified. ISA will continue to involve the Mayor's Office to pull the right information, verify measures and ensure the right outcome.

Ms. Ruby indicated the initiative will not be cheap and inquired about the initial costs and phases. Ms. Patel stated the initial cost is \$66,000 which includes a server and 20 licenses. The enterprise has hours available through the Enterprise Agreement and is proposing to apply those toward a vendor approved through Microsoft. ISA is working with Microsoft to receive reimbursements. Mr. Huber asked if the cost is known to expand licenses from 20 to 40 as additional power users are developed. Mr. Petrecca indicated the retail cost is \$195 per client license. The largest portion of the expense is the public client license which the majority of the users will not need. Ms. Ruby commented that previously she had been involved in similar initiatives and is aware of what New York has done as well as Chicago and Baltimore and indicated the initiative is important especially in respect to real time data and making management decisions. Mr. Huber extended an invitation to board members to contact either Mr. Huber or Mr. Okeson to participate in this City County initiative. Ms. Ruby asked if the recommended Business Intelligence Tool is better than others available and if it is known what other cities are using it. Mr. Petrecca explained that part of the benefit of this particular tool is the ability to integrate with SharePoint and SQL.

Ms. Enders noted a security concern. Mr. Huber offered that in the reports personal and confidential information would not be pulled. Mr. Petrecca offered that only data necessary for analysis will be gathered and not all data in Hansen, or Tidemark. The enterprise will have control. All safeguarding decisions have not been made but the enterprise will be safe guarding as the initiative progresses.

Ms. White asked if the Board needs to approve a contract. Ms. Patel explained the enterprise already has a Microsoft contract. The Board does not need to act on this initiative but she wanted to keep the Board informed.

Accela Update



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Ms. Barbara Brinson, BRM, ISA and Ms. Carol Horne, PM, Quest Information Systems presented the Accela Update. Ms. Horne began the update by narrating a PowerPoint presentation including examples of paper processes that will be eliminated and replaced with inclusive automated initiatives.

The presentation concluded with project overall status.

Ms. Enders commented on the potential for a reduction in force as a result of the many processes that will be automated. Ms. Patel responded that the improved efficiencies could perhaps allow employees to take on additional responsibilities. Ms. Patel offered that although the project is focuses on the Department of Metropolitan Development and the division of Compliance the method of purchasing licenses aids to maybe IFD of other agencies being included.

Property System Replacement

Mr. Pavey, PM, ISA and Mr. Grasso, PVD.Net presented the property system update. Mr. Pavey narrated a PowerPoint Presentation including accomplishments since the January's presentation to the IT Board, Project Risks, and Next Steps.

Mr. Rodman commented on the project staff's ability to remain calm through out challenges and has been easy to work with throughout the project.

The April 22, 2008 IT Board Meeting adjourned at 10:44.

The next IT Board Meeting is scheduled for June 24, 2008 in Room 260.



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June 2008 ISA Report Summary

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ISA Project Status

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

<i>ISA Project Summary</i>			
Project	Business Initiative	Status	Phase
Homestead Rebate Web Access	Improve Customer Service	Blue	Closing
MCPO Conflict Resolution	Improve Operation Efficiencies and Reduce Cost	Blue	Closing
My Property Taxes	Improve Customer Service	Blue	Closing
Accela Automation	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Criminal/Civil Case Management	Improve our Understanding of Constituent Interactions	Green	Initiating
Data Center Network Infrastructure Upgrade	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Enterprise Resource Planning (ERP) Business Case	Improve Customer Service	Green	Initiating
Enterprise Vault (E-Vault)	Improve Quality of Service	Green	Executing
FileNet Upgrade	Improve Operation Efficiencies and Reduce Cost	Green	Executing
IndyStat	Improve Operation Efficiencies and Reduce Cost	Green	Executing
MOSS 2007	Improve Quality of Service	Green	Executing
Municipal Wireless Feasibility Study	Accelerate Economic Development	Green	Executing
Property System Replacement	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Public Safety Camera Surveillance Project	Make the Region Safer & Healthier	Green	Executing
Radio Frequency Identification (RFID)	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Storage Assessment	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Strategic Plan	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Sun Server Migration	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Supervisory Special Report	Improve Operation Efficiencies and Reduce Cost	Green	Executing

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



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Completed Projects

Homestead Rebate Web Access: This project consists of two applications, one for public use and one for internal use only. The public accessed application allows a taxpayer to search through the database based on their parcel number to see information related to their 2008 Homestead Rebate. The internal application allows specified city/county staff members to search through the database based on parcel number and make certain updates to the database record. These applications were designed, developed, tested and implemented on an expedited schedule.

MCPO Conflict Resolution: This application is used by the Prosecutors Office to enter information related to various conflict cases and to track and report on the status and progress of those cases. By replacing an antiquated Microsoft Access database with this new application, there will be a reduction in support hours as well as additional functionality realized.

My Property Taxes: This application was originally developed and deployed last year. Recently the application was updated and redeployed to display the reconciliation bill totals. The taxpayer searches based on parcel number or name and/or address information in order to view the current tax amount. This additional functionality continues to provide increased transparency to the citizens.

On-Going Projects

Accela Automation: The recent change to modify our installation of Accela to provide a shared environment for the City and Health & Hospital is still underway. Much progress has been made regarding the decisions necessary to complete the integration effort and the first draft of a scope

change document has been prepared by ISA. Details of the full impact of this merge will be forthcoming. However, the configuration of Accela to meet Indianapolis-specific requirements continues with the following progress: configuration 61%; interfaces 43%; reports 38%; data mapping / conversion 37%. Testing continues and planning for training has begun.

Criminal/Civil Case Management: The Courts and ISA are working with the Indiana Judicial Technology and Automation Committee (JTAC) on a potential roll-out of Odyssey to Traffic Court. JTAC has been working with Traffic Court to analyze business processes and data. JTAC will conduct a gap analysis to determine how Odyssey will be implemented in Traffic Court.

Enterprise Resource Planning (ERP): The final report of the Enterprise Resource Planning Needs Analysis Document is currently under review by ISA and OFM. In the coming months, ISA and OFM will present to the IT Board an overview of the report, key findings and recommendations for replacement of the current financial and human resource systems on the mainframe.

FileNet Upgrade and Interface Development: Currently the project team is still working toward finalizing the indexing elements. DMD is considering, a custom development option to assume some of the functionality of IndiDocs as it interfaces with the existing FileNet capture system. Fully assuming the role of IndiDocs will require middleware to swap data with Accela and some custom development on the FileNet capture (scanning) stations. DAI and ISA are developing the middleware which is approximately 50% complete at this time.

IndyStat: ISA continues to work with the Mayor's Office and City Departments to pull together data for the presentations on operational efficiencies. Internally ISA is developing performance measures which will be shared with the City/County. As discussed in the last meeting ISA will be implementing Performance Point to assist with the capture and analysis of data from the various systems throughout the enterprise to support the initiative to find new efficiencies.



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MOSS 2007: The Indy.gov site is in a bug / issue fix phase. We are finalizing and deploying fixes to the site. Editors have been trained on the upgraded Content Management System (CMS). On the Intranet phase (internal web presence) the three pilot organizations are updating, producing, and changing content in the new system. At the end of this period, the vendor will work with the pilot organizations to identify any desired changes to the templates, sites, or structure.

Municipal Wireless Feasibility Study: Current activities surround coordination with internal and external stakeholders to arrive at a finalized interview schedule. Upon completion of the interview process, a findings report will be presented to the advisory committee.

Property System Replacement: A major milestone reached this period was the 06Pay07 Reconciliation bills being mailed out. The software changes needed for 08pay09 have been completed. The PVDNet Assessors' Admin Training will take place in three 2-day sessions toward the end of June, in which over 110 County and Township Assessors' designees have been scheduled. PVD continues to fix the bugs and resolve the data conversion issues, while the County and Township SME's continue to test. Costing methodology for the 07pay08 Reconciliation bills was finalized as well as the billing options for the 07pay08 Provisional and Reconciliation bills.

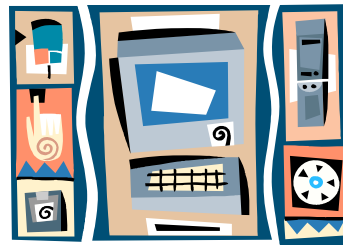
Public Safety Camera Surveillance Project: All neighborhood cameras are installed and being monitored by Emergency Management. Phase 2 is awaiting sign-off. Phase 3 installs have begun. Locations are being surveyed and analyzed. The team is defining the next phase which includes cameras around the Lucas Oil Stadium.

Radio Frequency Identification (RFID): The system is now operational. The team is working with the vendor to finalize some of the remaining issues and facilitate additional training.

Strategic Plan: The interviews and research with the Subject Matter Experts continues. By the end of June, the vendor will present to the CIO and the ISA Management team their research and findings and

begin working toward developing the draft of the plan.

Supervisory Special Report: The IMPD Supervisory Special application generates a detailed report for all incidents which involve one or more of the following: resisting arrest, pursuit, chemical spray, taser, impact weapon or forced entry. The generated report(s) are automatically submitted and routed through the established chain-of-command (Sergeant-Lieutenant-Captain-Commander) for review and approval. After approval, the report is routed to the planning and research division of IMPD.



ISA Operational Update

Data Center Network Infrastructure Upgrade:

The objectives of this initiative are to increase the capacity and scalability of the data center network, improve airflow by reducing the amount of cable underneath the raised floor space and reduce the effort required to manage the infrastructure. Deployment of network switches in each of the server racks is underway. This phase of the project is about 25% complete. The total project is over 75% complete.

Enterprise Vault (E-Vault): ISA is proceeding with the enterprise import of old-format e-mail archives. Based on the limited data available thus far we believe this process can be complete within 100 days. So far, there appears to be no major influx of calls to the helpdesk.

Storage Assessment: The test SQL Server has been installed and configured. The migration of test and production SQL Server databases to the new 64-bit test and production servers has been initiated. The migration of Oracle databases to the new Oracle infrastructure is ongoing. An assessment of the possible consolidation of existing file servers (shared storage or drives) is in the planning phase.



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Sun Server Migration: The objective of this project is to move services off of the aging Sun Server infrastructure to the Intel Server platform in order to reduce data center operating costs by consolidating server hardware platforms. This initiative has three phases: database, application and infrastructure services migrations. The database migration is underway. The application migration is starting and the infrastructure services migration is in the initiation phase.



Vendor Performance

Northrop Grumman: The ISA Helpdesk took 5,300 requests for assistance in May. NG completed 480 regular Install, Moves, Adds and Changes (IMAC) for the month and 863 Project IMACs. The project IMACs result from the PC Refresh program, which in May focused on the implementation of a laptop refresh coordinated with IMPD. NG missed one (1) SLAs for the month of May. SLA #38, which is the periodic customer satisfaction survey, was reported at 93%. The SLR is 95% of responses are very satisfied or satisfied.

DAI: DAI met all of the established SLR for the month of May. There were 304 Application Services tickets opened and 255 closed during the month. The following application remains in the UAT phase, pending signoff and approval for deployment: IMPD Supervisory Special.

A Helping Hand: On June 12th ISA received a request from our Dell Account Executive requesting transfer of 30 City of Indianapolis laptops to the State of Indiana Office of Technology. These notebooks were to be distributed to the FEMA team working in Southern Indiana to distribute Federal aid to Hoosier families affected by the recent adverse weather. Dell committed to replacing the laptops within a week, and ISA was able to help with this worthy cause.

Project Keys

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

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
Closing	Formal acceptance of the product, service or result



Financial Report

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

2008 vs. 2007 May Year-to-Date Expenses

<i>Characters</i>	Budget 2008	YTD May-08	% Used	Budget 2007	YTD May-07	% Used
TOTAL EXPENSE	\$38,794,503	\$15,720,674	40.5%	\$34,644,938	\$13,844,614	40.0%
Char 1 - Personnel & Fringes	\$2,994,806	\$1,163,157	38.8%	\$2,978,373	\$989,365	33.2%
Char 2 - Supplies	\$28,463	\$2,152	7.6%	\$36,273	\$6,996	19.3%
Char 3 - Contractual Services	\$35,761,234	\$14,555,365	40.7%	\$31,549,362	\$12,828,023	40.7%
Char 4 - Capital & Equipment	\$10,000	\$0	0.0%	\$80,930	\$20,230	25.0%

ISA expenditures as of May 2008 total just over \$15.7 million or 40.5% of budget. The 2008 budget includes approximately \$9.6 million in prior year purchase orders. The 2008 YTD expense for character 3 includes \$5.67 million carried over from 2007.

2008 vs. 2007 May Year-to-Date Revenue

	Budget 2008	YTD May-08	% Collected	Budget 2007	YTD May-07	% Collected
TOTAL REVENUE	\$26,603,208	\$6,682,967	25.1%	\$28,445,199	\$12,118,806	42.6%
Chargeback/Pass Through						
City	\$12,514,064	\$5,760,089	46.0%	\$13,673,810	\$6,191,675	45.3%
County	\$12,212,790	\$114,498	0.9%	\$12,792,814	\$4,652,302	36.4%
Other (Outside Agencies)	\$264,097	\$72,308	27.4%	\$200,745	\$97,935	48.8%
Telephones						
City	\$838,374	\$355,511	42.4%	\$794,472	\$601,199	75.7%
County	\$661,025	\$235,096	35.6%	\$626,410	\$369,573	59.0%
Other (Outside Agencies)	\$112,858	\$107,575	95.3%	\$106,948	\$55,113	51.5%
Miscellaneous Revenue	\$0	\$37,890	-	\$250,000	\$151,009	60.4%

ISA has collected a little more than \$6.68 million dollars or 25.1% of our projected revenue for YTD May 2008, which includes payments received from the 4th quarter 2007 billings (i.e. "cash basis" recognition).

2008 vs. 2007 Service Area Contract Comparison

Actual Cost	YTD May-08	YTD May-07	Variance
TOTAL	\$5,989,624	\$4,206,505	\$1,783,119
Service Areas 1 & 2 (Data Center, Network, Help Desk, & Distributed Computing)	\$4,623,924	\$2,884,605	\$1,739,319
Service Area 3 (Application Development)	\$1,365,700	\$1,321,900	\$43,800

Executive Summary – Recovery Consulting

Introduction

ISA has selected Recovery Consulting after collaborating with Purchasing to conduct a Request for Information (RFI). The process resulted in the response of four (4) cost savings firms. The vendor selection was based on multiple categories. The level of expertise and longevity in the industry as well as significant referrals provided by existing Recovery Consulting clients are all sound reasons that supported this vendor choice. Recovery Consulting is a local firm and is currently on the approved list for Minority Business Owners.

Approach

Recovery Consulting will evaluate the current operational practices for management of vendors, vendor migration, and the steps to follow; including moves, adds, changes and deletions. Based on the review Recovery Consulting will offer options for consideration. This comprehensive initiative will further allow this organization to operate more efficiently and cost effectively. Additional benefits received will be comprehensive Executive Project Management Reports to better manage and maintain accountability of the telecommunications infrastructure associated assets, services, vendors, and contracts.

Methodology consists of a collection of past and current invoices for review of all vendors and their invoices including local, long distance, pagers, wireless cell-phones, data service including frame relay, VPN, internet service connection including cable, dial up or T-1, phone and voice mail maintenance agreements.

Recovery Consulting will develop, implement and negotiate with applicable vendors for final credit/refund amount based on the total dollars over-billed over the term of the errors and overcharges identified. Recovery Consulting will also negotiate with applicable vendors for lower rates, consolidation of services, greater discounts and more favorable terms and conditions. Recovery Consulting will provide monthly submission reports detailing discoveries and expected credit and savings due dates. Recovery Consulting will identify undetected billing errors and overcharges as well as recovering lost revenue from the applicable vendors in the form of credits and refunds payable to City of Indianapolis/Marion County. This initiative will deliver additional monthly bottom line savings.

Funding

The project investment with Recovery Consulting is an agreed upon waived initial fee and a 50/50 Share of actual credits and refunds recovered and received by ISA. The Savings Fee can only apply upon written approval by ISA for final credit/refund amount based on the total dollars over-billed over the term of the errors and overcharges identified. If for some reason ISA does not agree that the credit/refund was founded and implemented by Recovery Consulting there would be no fee assessed to an unauthorized recovery and no fee associated with the presented discovery. The 50/50 share of savings, beginning the date savings first appears and approved by ISA shall continue for 18 months.

Conclusion

Benefits of the relationship will include avoidance of costly mistakes in vendor negotiation and dispute resolution as well as maximum credit amount due as a result of an error or overcharge to account(s). The maximum cost reduction possible on initial and ongoing vendor relationships are due to knowledge of vendor tariffs, pricing method and business development practices. Implementation of best practices will result in more efficient and cost effective management of vendors, acquisition of service and for ongoing moves, adds, changes and deletions. This arrangement is a no cost contract by sharing actual credits and refunds recovered, and is a shared savings arrangement.

2008

Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or chargeback	MBE/WBE	Notes
2/4/2008	ISA	Copy equipment for ISA, DAI, Northrop Grumman	HPS	\$ 8,671.32	\$ 26,013.96	ISA	No	
2/10/2008	ISA	Creative direction, graphic design for the design update	Three Sixty Group	\$ 1,000.00	\$ 1,000.00	ISA	No	
2/15/2008	ISA	Dedicated Access - Ethernet - Camera Project	Bright House	\$ 23,650.00	\$ 66,200.00	ISA	Yes	Includes 1X install cost
2/15/2008	ISA	Cable Modems (18 Modems) - Camera Project	Bright House	\$ 17,100.00	\$ 65,700.00	ISA	Yes	Includes 1X install cost
3/11/2008	ISA	Software Development Life Cyle (SDLC)	Theoris	\$ 11,200.00	\$ 11,200.00	ISA	No	
3/11/2008	ISA	Telephone Services Database Maintence	AnchorPoint	\$ 10,494.00	\$ 20,988.00	ISA	No	
5/31/2008	ISA	Telecom Audits Cost Savings Contract	Recovery Cons.	\$ -	\$ -	ISA	Yes	Fee based on recovery
6/11/2008	ISA	Redesign of indy.gov	Three Sixty Group	\$ 2,500.00	\$ 2,500.00	ISA	No	