Date: March 26, 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 February 26, 2013 Meeting Minutes – Chairperson White

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

Action Items
- Resolution 13-11: Accela Expenditure – Ms. Beth Howen
- Resolution 13-12: NEC Annual Expenditure – Ms. Beth Howen
- Resolution 13-13: Sungard Extension-Ms. Beth Howen
- Resolution 13-14: DPS DSG Transcription – Ms. Valerie Washington & Ms. Mary Moriarty Adams

Discussion Items:
- Sourcing Project Update –Ms. Beth Howen & Mr. Joel Buege

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

Attachments:
Contracts< $100,000

3/22/2013
Information Technology Board Meeting Minutes

Date: February 26, 2013  Time: 9:34am – 10:15am  Location: CCB Room 260

Chairperson: Elizabeth L. White  CIO: Kevin Ortell

Information Technology Board Members Present:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elizabeth L. White</td>
<td>Marion County Clerk</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Jeff Spalding</td>
<td>Controller</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Judge Joven</td>
<td>Marion Superior Court</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Holi Harrington</td>
<td>City-County Council Appointee</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>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>
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Information Technology Board Members Not Present:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gary Coons</td>
<td>Chief Homeland Security</td>
<td>Voting Member</td>
</tr>
</tbody>
</table>

Present: Linda Haley, Beth Howen, Chuck Carufel, Giesla Schepers, Beverly Dillon, Aaron Hood and Jeffrey Crawford, Ted Shockey, Rick Petrecca, Toni Parks and Rusty Robinson.

Guests: Jeff Hayhow, NG; Robert Moore, Dell; DAI; Marv Thornsberry, DAI; Joel Buege, Premis Consulting; Jim Nelson, DAI; Teresa Donsbach, Purchasing; Barbara Brown, Knowledge Services; John DeCocq, NG; Dana Huston, CSpring; Brian Tulga, NG; Cynthia Pizarro, CSpring; Jeff Heinzmann, CSpring; Pat Murray, Zanett; Sean McCloskey, SFA; Khiara Morehouse, LoGO; Chris Campbell, ATOS; Doug Ellison, Zanett; Jennifer Ping, DAI; Donna Shank, DAI; and Jim Kearns, AT&T.

The February 26, 2013 IT Board Meeting was called to order at 9:34am by Chairperson, Ms. Elizabeth White.

Minutes

Approval of the January 29, 2013 IT Board Meeting Minutes

Colonel Dezelan made a motion to approve the January 29, 2013 IT Board Meeting Minutes and the motion was seconded by Julie Phealon carried with assenting votes from Ms. Beth White, Ms. Holi Harrington, Judge Joven, Ms. Claudia Fuentes, Mr. Joseph O’Connor and Mr. Jeff Spalding.
Information Technology Board Meeting Minutes

IT Board Business

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 all of you for the opportunity to update you on the ISA report.

ISA did not add any new projects to the report this month nor did we close out any projects.

There are a couple of projects that I want to discuss this month including:

• ISA Chargeback Model Project
  o The cost model/chargeback project is in high gear. We are tweaking the model for 2014 based primarily on customer feedback from last year. We are presently updating all the #s for this year’s data & are on track to have the model finished by the end of March. From there we’ll work with OFM in April & May as the 2014 Budget Season gets underway. I would expect to be able to share the details of this model to the IT Board in April.

• ISA 2013 Budget
  o Along with looking at our cost and chargeback model the ISA team continues to review and make adjustments to our 2013 spending plan. While we do not yet know what our reduction will need to be we are diligently working to reduce costs wherever possible without risking our services that we provide. You will see a number of examples where this hard work and due diligence has paid off when Ms. Howen comes up to discuss the maintenance agreements we will be asking this Board to approve.

• EMC Storage/Backup Project
  o Our EMC Project to implement the new Storage & Back-up Solution is in full swing. All equipment has been “stood up” and the power installation for all equipment has been complete. We are currently working on the configuration and design plans for the equipment and those activities will be wrapped up by early March. We will begin actual configuration work in March. Plans for migrating our applications, databases and data has begun. The Project Team will be working closely with the BRMs to communicate with and engage agencies during the migration.

• Windows 7 & Office 2010 Migration
  o The Windows 7 and Office 2010 Project is in currently in full test mode. We have documented our applications testing plan and we are finalizing the end user training plan and have started drafting a rollout plan. We are working closely with
Information Technology Board Meeting Minutes

each department and agency to ensure their specific applications have been tested and signed off. The current plan is to have everyone that can be on Windows 7 and Office 10 by the end of the year.

- **IT Sourcing Project**
  - The Sourcing project has been the primary focus of me and a number of the ISA team as well as the review committee over the last month. Mr. Buege and Ms. Howen will be up shortly to give you a status update. We are very excited about the progress of this project. I really want to thank the review committee and their bosses for all of their hard work and dedication to making this project a priority.

- **ERP Project Update**
  - As discussed last month the phase 2 implementation is moving forward and will be rolling out over the course of the next several months. It is important to note that the production ERP system will be moving from Florida to Boston this weekend. The team has done extensive testing and we expecting minimum downtime for this transition. Ms. Howen and Ms. Schank will be up in a little while to give us more details on this weekend’s activities and overall progress of the project.

*Both NG and DAI met all of their SLAs for January.*

**ISA Financial Report**

Mr. Aaron Hood CFO gave an overview of the ISA Financial Report.

**Total Expenses:** $31,165,927 was budgeted for 2013. $1,937,272 was used YTD, which equals 6.2% used overall. Total Encumbrance $16,638,487 YTD for 2012, with 53.39% Encumbered.

**Revenue:** $32,656,819 was budgeted for 2013. $105,200 was received YTD, which accounted for 0.3% collected.

**Action Items:**

**Resolution 13-06-to Proceed with Microsoft Enterprise Enrollment Licenses Renewal**

Seeking the approval of the Information Technology Board to authorize the Chief Information Officer, Mr. Kevin Ortell to negotiate and execute all reasonable and necessary agreements on behalf of ISA Agency for Microsoft Enterprise Licenses to provide the above described services for three years to be paid in annual installments as described above, and not to exceed a total of Five Million, Four Hundred Twelve Thousand, Seventy Seven Dollars and Seventy Three Cents ($5,412,077.73).
Information Technology Board Meeting Minutes

Ms. Julie Phealon made a motion to approve Resolution 13-06. The motion was seconded by Ms. Holi Harrington, and the motion passed unanimously.

Resolution 13-07- to Approve the Expenditure for the Renewal of the: (1) Enterprise Oracle Software License & Maintenance, (2) ERP Oracle Software License, (3) Additional Four ERP Database Oracle Software License and Maintenance and (4) Siebel Smartscript and CRM Base

Seeking the approval of the Information Technology Board to authorize the Chief Information Officer, Mr. Kevin Ortell to execute all reasonable and necessary agreements on behalf of ISA for the expenditure for the one (1) year renewal of the Enterprise Oracle Software License & Maintenance, the Oracle/ Peoplesoft Enterprise Software Update License & Support, the four additional Licenses & Maintenance for ERP Database Software License and Maintenance and the Siebel Smartscript and CRM Base License; further the IT Board authorizes the Chief Information Officer, Kevin Ortell, to execute all reasonable and necessary ordering documents on behalf of ISA for renewal of the Enterprise Oracle Software License & Maintenance, Oracle/Peoplesoft Enterprise Software Update License & Support, the additional four (4) ERP Database Software License and Maintenance and the Siebel Smartscript and CRMB Base License for a total amount not to exceed Six Hundred Fifty Nine Thousand, Nine Hundred Ninety Nine Dollars and Thirty Cents ($659,999.30).

Colonel Dezelen made a motion to approve Resolution 13-07. The motion was seconded by Ms. Holi Harrington and the motion passed unanimously.

Resolution 13-08- to Approve the Contract Amendment between Information Services Agency and Environmental Systems Research Institute, Inc. (“ESRI”) for Software Licenses and Maintenance

Seeking the approval of the Information Technology Board to authorize the Chief Information Officer, Mr. Kevin Ortell to execute all reasonable and necessary agreements on behalf of ISA to execute and approve the contract amendment between Information Services Agency and ESRI, Inc. for software licenses and maintenance for twelve months at a cost not to exceed One Hundred Ten Thousand, Five Hundred Fifty Two Dollars ($110,552.00).

Mr. Joseph O’Connor made a motion to approve Resolution 13-08. The motion was seconded by Ms. Claudia Fuentes and the motion passed unanimously.

Resolution 13-09- to Approve the Renewal between tw telecom Inc for ISDN PRI Voice Services and Internet Transport and Burstabel Internet Access Service Provider

Seeking the approval of the Information Technology Board to authorize the Chief Information Officer, Mr. Kevin Ortell to execute all reasonable and necessary agreements on behalf of ISA for the ISDN PRI Voice Services and Internet for the term of thirty-six months for a monthly cost
Information Technology Board Meeting Minutes

of Twelve Thousand ($12,565.00), totaling cost of One Hundred Fifty Thousand, Seven Hundred Eighty Dollars ($150,780.00) annually for a total amount not to exceed Four Hundred Fifty Two Thousand, Three Hundred Forty Dollars ($452,340.00).

Ms. Julie Phealon made a motion to approve Resolution 13-09. The motion was seconded by Ms. Holi Harrington and the motion passed unanimously.

Resolution 13-10- to Approve the Information Services Agency IT Governance Policy

Seeking the approval of the Information Technology Board to approve the IT Governance Policy set forth by ISA.

Mr. Jeff Spalding made a motion to approve Resolution 13-10. The motion was seconded by Colonel Dezelan and the motion passed unanimously.

Discussion Items:

Sourcing Project Update:

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

ERP Project Update:

Ms. Beth Howen, Deputy CIO ISA and Ms. Donna Shank, ERP Director presented the update.

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

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

Ms. Beth White adjourned the February 26, 2013 IT Board meeting at 10:15am.
## ISA Project Status

### ISA Major Business Initiatives

| BI1 - Improve Customer Service | BI5 - Improve Quality of Service |
| BI2 - Improve Operation Efficiencies and Reduce Cost | BI6 - Increase Understanding of Constituent Interactions |
| BI3 - Increase Transparency to Citizens | BI7 - Make the Region Safer & Healthier |
| BI4 - Improve Neighborhoods | BI8 - Accelerate Economic Development |

### ISA Project Status Table

<table>
<thead>
<tr>
<th>Project Description</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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<tbody>
<tr>
<td>Sheriff Deputy Tracking For Clock Rounds</td>
<td>BI2</td>
<td>Complete</td>
<td>3/31/2013</td>
<td>Blue</td>
<td>Blue</td>
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<td>ERP Implementation Budgeting and Planning</td>
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<td>ERP Implementation HCM/Benefits Admin</td>
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<td>ERP Implementation Financials Phase 2</td>
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<td>ISA Chargeback Model Project</td>
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<td>5/31/2013</td>
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<td>Mobile Enablement of Indy.gov website</td>
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<td>4/15/2013</td>
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<td>Automate Parks site on Indy.gov</td>
<td>BI1</td>
<td>Executing</td>
<td>5/1/13</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
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<td>Sourcing of IT Services Project</td>
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<td>DPW Traffic Signal Network System Upgrade</td>
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<td>Planning</td>
<td>TBD</td>
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<td>Windows 7 &amp; Office 2010 Enterprise Migration</td>
<td>B12</td>
<td>Planning</td>
<td>12/31/2013</td>
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<td>Public Safety Transcription Project</td>
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<td>PC Refresh 2013</td>
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<td>Green</td>
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Note: The keys for these categories are located on the last page of this report.

### Enterprise Document Management

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<thead>
<tr>
<th># Dept/Agencies On-Board to Date</th>
<th># of Projects in Execution Phase</th>
<th># of Projects in Planning Phase</th>
<th># of Projects in Concept ID Phase</th>
<th># of Projects On-Hold</th>
<th># of Projects At-Risk</th>
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Revised: 3/22/2013 10:28 AM
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.

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.

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.

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.

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.

Sourcing of IT Services Project
ISA’s major service delivery contracts expire at the end of 2013. The project, led by Premis Consulting Group, will provide a thorough assessment of the IT organization, its customers, its processes and systems throughout the enterprise. This assessment will be completed to assist ISA with the documentation of detailed business requirements & technical system requirements, develop and publish an RFP for IT Services, evaluation and selection of sourcing vendor(s), contract negotiation and manage transition.

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.

**Sheriff Deputy Tracking For Clock Rounds**
The MCSD would like to install a state-of-the-art deputy tracking system to initially provide clock rounds capabilities and eventually provide real time tracking for all deputies and inmates in Jail 1. This project will be funded by Justice Assistance Grants (JAG). The system will track deputies’ movements throughout Jail 1 using wireless access devices and location transmitters.

**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.

## Current Project Status, Milestones, & Issues

### 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

### 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

- ISA-DPW hardware support and maintenance is currently under discussion.
- Monthly support costs have been drafted.
- Purchase is in process.

**Upcoming Milestones**
- ISA-DPW monthly support MOU. (TBD)

### ERP Implementation

- Benefits Admin work near completion
- Finance Phase 2 plan is being re-structured to allow for more end-user participation and more efficient use of the Zanett Consultants.
Leading the way in enterprise-wide technology

February 2013 ISA Project Summary Report

- Budgeting & Planning (Hyperion): Refresher training for OFM and their clients has been completed. We will continue training on various topics throughout the budget season.
- All PeopleSoft database environments have now been moved to Boston, Tricore’s new facility.

**Upcoming Milestones**
- Benefit Administration Go-live 6/1/13
- Finance Phase 2 Go Live August 31/2013
- Additional Modules Phase (TBD)

**EMC Storage/Backup Project**
- All equipment power installation was complete and ready for usage on 2/8/13
- Primary and DR Isilons were powered up on 2/14/13 and will be configured and usable on 2/28/13
- VMAX and SAN switches will be powered up on 2/22/13

**Upcoming Milestones**
- Host remediation schedule to be complete by end of February
- Disruptive and non-disruptive Isilon migration dates to be approved by early March
- Design for VMAX approved by 3/5/13

**ISA Chargeback Model Project**
- Requested unit reports from NG
- Reviewed unit verification approach with BRMs
- Discussed FY14 Cost/Chargeback approach with OFM
- Continued to update contract costs for FY14

**Upcoming Milestones**
- Verify unit reports with City-County CFOs
- Add FY14 capital projects to chargeback model
- Finalize FY14 cost model by end of April 2013

**Mobile Enablement of Indy.gov website**
- Reviewed Initial draft of wireframes
- Started testing of compatibility
- Completed copy of production site to staging area.

**Upcoming Milestones**
- Begin technical review of site for compatibility with wireframe designs.
- Revise wireframes

**Automate Parks site on Indy.gov**
- Kick-off meeting.
- Grant access for tech team to view data sources

**Upcoming Milestones**
- Review and understand database structure.
- Design process for creating/updating web pages

**PC Refresh 2013**
- Pricing has been finalized for the refresh

**Upcoming Milestones**
- Ordering Equipment
- Complete Project Plan and Timeline.
- Communication of Project Plan to Customers.

**Sourcing of IT Services Project**
- Completed Tier 3 Evaluation: Presentations and Vendor Demonstrations
- Conducted daily debrief sessions after each presentation
- Talled Eval team scores and prepared score report
- Through team discussion, selected advancing vendors
- Prepared and published RFP addendum letters to vendors
- Prepared and published BAFO forms to advancing vendors
- Prepped team for next phase of eval - BAFO phase
- Conducted site visit(s)
- Conducted BAFO workshops

**Upcoming Milestones**
- BAFO submissions due April 1st
- Prepare for final eval phase - Contract Negotiations (April)

**Public Safety: Regional Operations Center Facility Resolution**
- Fire violations corrected & fire watch has been lifted at the ROC
- Lifeline resolved several code violation items and continues to work on other issues

**Upcoming Milestones**
- Finalize punch list of items Lifeline will complete
- 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

Sheriff Deputy Tracking for Clock Rounds
- Project is underway and currently being implemented

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
- Application Testing Plan Documentation Completed
- Set up initial user training plan.

Upcoming Milestones
- Finalize user training plan.
- Publish Customer Application Testing/Approval Plan to Customers
- Initiate Application Testing

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 awaiting 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 3784 requests for assistance in January. Northrop Grumman completed 299 regular Install, Moves, Adds and Changes (IMACs) for the month. Northrop Grumman met all of 54 SLAs for the month of January.

DAI: DAI met all of the established SLRs for the month of February. The Application Services ticket counts follow: Opened: 223 Closed: 200
LoGO Indiana: During the month of February, over 55,000 transactions were processed through the Indygov.Biz Portal. The transactions processed resulted in over $1.6 million deposited back to City/County Agencies in statutory fees and $15,287 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>
<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>
<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>

**Phase Key**

<table>
<thead>
<tr>
<th>Phase Key</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.

2013 vs. 2012 February Year-to-Date Expenses

<table>
<thead>
<tr>
<th>Characters</th>
<th>Approved Budget 2013</th>
<th>YTD Spend Feb-13</th>
<th>2013% Spend</th>
<th>YTD Encumbrance Feb-13</th>
<th>2013% Encumbered</th>
<th>YTD Spend 2/31/2012</th>
<th>2012% Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL EXPENSE</td>
<td>$31,165,927</td>
<td>$4,943,358</td>
<td>15.9%</td>
<td>$20,271,103</td>
<td>65.04%</td>
<td>$4,641,012</td>
<td>13.5%</td>
</tr>
<tr>
<td>Char 1 - Personnel &amp; Fringes</td>
<td>$3,485,700</td>
<td>$413,008</td>
<td>11.8%</td>
<td>$0</td>
<td>0.00%</td>
<td>$500,101</td>
<td>13.6%</td>
</tr>
<tr>
<td>Char 2 - Supplies</td>
<td>$152,500</td>
<td>$2,638</td>
<td>1.7%</td>
<td>$3,247</td>
<td>2.13%</td>
<td>$2,839</td>
<td>1.1%</td>
</tr>
<tr>
<td>Char 3 - Contractual Services</td>
<td>$26,527,727</td>
<td>$3,577,712</td>
<td>13.5%</td>
<td>$20,267,856</td>
<td>76.40%</td>
<td>$4,021,747</td>
<td>13.5%</td>
</tr>
<tr>
<td>Char 4 - Capital &amp; Equipment</td>
<td>$1,000,000</td>
<td>$950,000</td>
<td>95.0%</td>
<td>$0</td>
<td>0.00%</td>
<td>$116,325</td>
<td>19.4%</td>
</tr>
</tbody>
</table>

2013 vs. 2012 February Year-to-Date Revenue

<table>
<thead>
<tr>
<th></th>
<th>Budget 2013</th>
<th>YTD Feb-13</th>
<th>% Collected</th>
<th>Budget 2012</th>
<th>YTD 2/31/2012</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL REVENUE</td>
<td>$32,656,819</td>
<td>$3,166,043</td>
<td>9.7%</td>
<td>$29,152,573</td>
<td>$149,653</td>
<td>0.5%</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>$17,630,280</td>
<td>$2,814,184</td>
<td>16.0%</td>
<td>$14,528,053</td>
<td>$0</td>
<td>0.0%</td>
</tr>
<tr>
<td>County</td>
<td>$12,176,231</td>
<td>$672</td>
<td>0.0%</td>
<td>$11,145,212</td>
<td>$0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$275,000</td>
<td>$37,197</td>
<td>13.5%</td>
<td>$264,000</td>
<td>$18,057</td>
<td>6.8%</td>
</tr>
<tr>
<td>Telephones</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>$1,343,388</td>
<td>$242,747</td>
<td>18.1%</td>
<td>$1,343,388</td>
<td>$110,755</td>
<td>8.2%</td>
</tr>
<tr>
<td>County</td>
<td>$919,920</td>
<td>$0</td>
<td>0.0%</td>
<td>$919,920</td>
<td>$0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$312,000</td>
<td>$71,243</td>
<td>22.8%</td>
<td>$312,000</td>
<td>$20,841</td>
<td>6.7%</td>
</tr>
<tr>
<td>Miscellaneous Revenue</td>
<td>$0</td>
<td>$0</td>
<td>0.0%</td>
<td>$640,000</td>
<td>$0</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

ISA records its revenue in the year in which we receive it (i.e. “cash basis”).
RESOLUTION 13-11

INFORMATION TECHNOLOGY BOARD

Resolution to Approve the Annual Expenditure for Accela Seventh-Term Annual Maintenance

WHEREAS, the Information Services Agency ("ISA") entered into a Service Agreement, License Agreement and Maintenance Agreement on April 16, 2007 with Accela; and

WHEREAS, the seventh annual term for the Accela Annual Maintenance period is April 16, 2013 and continues through April 15, 2014; and

WHEREAS, ISA requests the Information Technology Board ("IT Board") to approve the expenditure of One Hundred Eighty-Five Thousand, Eight Hundred Twenty One Dollars and Ninety Six Cents ($185,821.96); and

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the expenditure for Accela Annual Maintenance not to exceed a total amount of One Hundred Eighty-Five Thousand, Eight Hundred Twenty One Dollars and Ninety Six Cents ($185,821.96).

__________________________________________________________
Elizabeth L. White, Chairperson
Information Technology Board

__________________________________________________________
Joseph O’Connor, Secretary
Information Technology Board

March 26, 2013
RESOLUTION 13-12

INFORMATION TECHNOLOGY BOARD

Resolution to Approve an Annual Expenditure to the NEC Maintenance Contract for AFIS (Automated Fingerprint Identification System)

WHEREAS, to ensure continuity of service and performance in providing information technology services, the Information Services Agency ("ISA") requires maintenance coverage of the Automated Fingerprint Identification System ("AFIS"); and

WHEREAS, NEC currently provides maintenance support for AFIS; and

WHEREAS, the duration of the maintenance agreement ("Agreement") between ISA and NEC is thirty six (36) months and was previously approved by the Information Technology Board ("IT Board") on May 31, 2011 for the period beginning July 1, 2011 and ending on June 30, 2014; and

WHEREAS, since that time, additional fingerprint match servers were purchased by Indianapolis Metropolitan Police Department which resulted in an increase to the annual cost for server maintenance.

WHEREAS, the total cost for the thirty six (36) month maintenance agreement for AFIS was previously approved by the IT Board for an amount not to exceed Seven Hundred Ninety Six Thousand, One Hundred Ninety Seven Dollars and Zero Cents ($796,197.00); and

WHEREAS, ISA seeks approval for the annual expenditure from the IT Board for the NEC maintenance at a total contract cost not to exceed Two Hundred Eighty Thousand, One Hundred Twenty Eight Dollars Zero Cents ($280,128.00); and

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the annual expenditure for maintenance costs and support for the AFIS system in an amount not to exceed Two Hundred Eighty Thousand, One Hundred Twenty Eight Dollars Zero Cents ($280,128.00).

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

March 26, 2013
RESOLUTION 13-13

INFORMATION TECHNOLOGY BOARD

Resolution to Approve the Extension of SunGard Availability Services LP Contract for Disaster Recovery Services

WHEREAS, to ensure continuity of service and performance in providing information technology services, the Information Services Agency ("ISA") requires maintenance coverage of the Disaster Recovery Services provided by SunGard Availability Services LP (SunGard); and

WHEREAS, Disaster Recovery Services provide protection in an emergency situation by utilizing the backup facilities for emergency information technology services; and

WHEREAS, SunGard currently provides Disaster Recovery Services for the City and County and

WHEREAS, the ISA recommends continuing to utilize SunGard to provide the Disaster Recovery Services; and

WHEREAS, the duration of the maintenance agreement is six (6) months; and

WHEREAS, ISA recommends extending the current agreement for the period of six (6) months at a monthly amount of Twenty One Thousand Five Hundred Seventy Five Dollars ($21,575.00) for a total cost not to exceed One Hundred Twenty Nine Thousand, Four Hundred Fifty Dollars and Zero Cents ($129,450.00); and

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the Chief Information Officer, Kevin R. Ortell, to negotiate and execute all reasonable and necessary agreements to obtain maintenance support for the SunGard Disaster Recovery on behalf of ISA in an amount not to exceed One Hundred Twenty Nine Thousand, Four Hundred Fifty Dollars and Zero Cents ($129,450.00) for a term of six (6) months.

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

March 26, 2013
RESOLUTION 13-14

INFORMATION TECHNOLOGY BOARD

Resolution to Approve a Contract Between the Department of Public Safety and Documentation Services Group, Inc.

WHEREAS, the Department of Public Safety (“DPS”) issued a Request for Proposal (“RFP”) seeking to address the issue of efficiency, accessibility and the cost of recorded witness or suspect statements taken by police or others as part of a criminal investigation and in making these audio and video recordings readily available to those entities within the criminal justice community that require access; namely the police, prosecutors, public defenders, etc; and

WHEREAS, DPS and the Information Services Agency (“ISA”) reviewed the responses submitted to address this issue; and

WHEREAS, upon completing the review process, DPS seeks to contract with Documentation Services Group, Inc. (“DSG”) to provide efficient and multiple entity access to these audio and video recordings; and

WHEREAS, DSG has presented its RODI Enterprise Software to accomplish this task for a total cost not to exceed Two Hundred Eleven Thousand Dollars ($211,000.00); and

WHEREAS, the Department of Public Safety desires to utilize this service.

NOW THEREFORE BE IT RESOLVED, pursuant to Sec. 281-223 of the Revised Code, the Information Technology Board provides its approval as to the Department of Public Safety’s contract for Information Technology equipment, programs or software in the manner of a contract between the Department of Public Safety and Documentation Services Group, Inc for a cost not to exceed Two Hundred Eleven Thousand Dollars ($211,000.00) and to expire December 31, 2014.

_____________________________________
Elizabeth L. White, Chairperson
Information Technology Board

_____________________________________
Joseph O’Connor, Secretary
Information Technology Board

March 26, 2013
City of Indianapolis – Marion County, IN

ISA Strategic Sourcing

Project Update

March 26th, 2013
### RFP Schedule of Events Status – In a nut shell

<table>
<thead>
<tr>
<th>RFP Schedule</th>
<th>2012 Dates (all ET)</th>
<th>2013 Dates (all ET)</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Release Date</td>
<td>November 7th</td>
<td></td>
</tr>
<tr>
<td>Pre-Proposal Conference (see info below)</td>
<td>November 20th</td>
<td></td>
</tr>
<tr>
<td>Last day for Submitting Questions</td>
<td>November 27th</td>
<td></td>
</tr>
<tr>
<td>Release of Addendum – Answers to Questions</td>
<td>December 7th</td>
<td></td>
</tr>
<tr>
<td><strong>Technical and Pricing Proposals Due</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tier 1: Proposal Screening / Admin Review</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tier 2: Written Evaluation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Down Select #1 Announcement:</strong> Top (max) 4 proposals advance from each service area</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Release of Addendum – Presentation Scripts</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Reference Checks</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tier 3: Presentations and Vendor Demos</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Down Select #2 Announcement:</strong> Top (max) 2 proposals advance from each service area</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Release of Addendum – Sample Contract, Contract Exceptions Form and BAFO Form</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tier 4: Best and Final Offer (BAFO)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BAFO workshops (max 1 day per proposal/service area)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BAFO submissions due</td>
<td>April 1st (no fooling)</td>
<td></td>
</tr>
<tr>
<td><strong>Down Select #3 Announcement:</strong> Top (max) 1 advance</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Contract Negotiations: Top 1 proposal for each service area</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>City/County IT Board Approval</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Contract Signing and Transition Planning Begins</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Following C/C Approval</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Work completed in February-March...

Overall status = Green (on track and on budget)

1. Completed Tier 3 Evaluation: Presentations and Vendor Demonstrations
2. Conducted daily debrief sessions with Eval team after each presentation
3. Tallied eval team scores and prepared/published scoring report
4. Conducted team workshop and selected advancing vendors
5. Prepped team for Tier 4 evaluation – BAFO (Best and Final Offer)
6. Scheduled and conducted site visit(s)
7. Prepared and published RFP addendum letters to vendors
8. Prepared and published BAFO and Sample Contract forms to advancing vendors
9. Scheduled and Conducted BAFO Workshops
Work in process and on deck for March-April...

Overall status = Green (on track and on budget)

1. BAFO submissions due April 1st (no fooling)
2. Prep team for final phase – Contract Negotiations
3. Receive and review contract exceptions log with C/C Legal.
4. Schedule and prep for formal Contract Negotiation meetings (April 8th – May 3rd)
Any Questions?

As always, if any questions or concerns throughout the project, please let us know. The PREMIS team is happy to help.

Thank you for your time. – Joel Buege (Premis Principal)
<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>11/13/12</td>
<td>MCSD</td>
<td>TOAD for Oracle</td>
<td>DLT</td>
<td>$1,334.74</td>
<td>$1,334.74</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>11/26/12</td>
<td>Fleet</td>
<td>FleetFocus M5 and Oracle Application</td>
<td>AssetWorks fka Maximus</td>
<td>$41,875.00</td>
<td>$41,875.00</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>11/26/12</td>
<td>OFM</td>
<td>SW Support for Audits</td>
<td>Columbia Ultimate</td>
<td>$6,741.00</td>
<td>$6,741.00</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>12/03/12</td>
<td>ISA</td>
<td>Streem Annual Maintenance for webcams</td>
<td>CLEO</td>
<td>$4,160.93</td>
<td>$4,160.93</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>12/03/12</td>
<td>Courts</td>
<td>Informer Case Management</td>
<td>Paperless Business Solutions</td>
<td>$18,275.00</td>
<td>$18,275.00</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>12/11/12</td>
<td>Courts</td>
<td>Laser Fiche SW Assurance</td>
<td>Bolt Limited</td>
<td>$5,816.00</td>
<td>$5,816.00</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>12/11/12</td>
<td>DPW</td>
<td>Hansen Maintenance</td>
<td>Infor fka Hansen</td>
<td>$92,138.04</td>
<td>$92,138.04</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>12/11/12</td>
<td>OCC</td>
<td>iManage</td>
<td>Interwoven</td>
<td>$3,370.50</td>
<td>$3,370.50</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>12/11/12</td>
<td>IMPD</td>
<td>UltiChart Helicopter SW</td>
<td>Aero Computers</td>
<td>$2,495.00</td>
<td>$2,495.00</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>12/20/12</td>
<td>DMD</td>
<td>TRANSCAD SW Support</td>
<td>Caliper</td>
<td>$9,600.00</td>
<td>$9,600.00</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>01/11/13</td>
<td>IMPD</td>
<td>IMPD IM Cap 8</td>
<td>ImageWare</td>
<td>$54,639.56</td>
<td>$54,639.56</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>01/16/13</td>
<td>ISA</td>
<td>Microsoft Premier Support</td>
<td>Microsoft</td>
<td>$49,996.00</td>
<td>$49,996.00</td>
<td>ISA</td>
<td>N</td>
<td>Maintenance</td>
</tr>
<tr>
<td>01/16/13</td>
<td>GIS</td>
<td>FME ESRI Suite Floating License</td>
<td>ESRI</td>
<td>$1,566.00</td>
<td>$1,566.00</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>01/24/13</td>
<td>IMPD</td>
<td>Automated Fingerprint Identification System</td>
<td>NEC</td>
<td>$14,729.00</td>
<td>$14,729.00</td>
<td>ISA</td>
<td>N</td>
<td>Maintenance</td>
</tr>
<tr>
<td>02/01/13</td>
<td>MAC</td>
<td>Intranet Quorum Support</td>
<td>Lockheed Martin</td>
<td>$16,235.00</td>
<td>$16,235.00</td>
<td>ISA</td>
<td>N</td>
<td>Maintenance</td>
</tr>
<tr>
<td>02/15/13</td>
<td>ISA</td>
<td>Billing SW, HW and Maintenance</td>
<td>MTS-Integra TRAK</td>
<td>$20,430.00</td>
<td>$20,430.00</td>
<td>ISA</td>
<td>N</td>
<td>Maintenance</td>
</tr>
<tr>
<td>02/15/13</td>
<td>OFM</td>
<td>VSAM assist/Capacity plus</td>
<td>Rocket Software</td>
<td>$14,023.66</td>
<td>$14,023.66</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>02/15/13</td>
<td>ISA</td>
<td>VMWare Licensing VSPHERE ENT</td>
<td>VMWare</td>
<td>$37,418.00</td>
<td>$37,418.00</td>
<td>ISA</td>
<td>N</td>
<td>License Renewal</td>
</tr>
<tr>
<td>02/22/13</td>
<td>MAC</td>
<td>Cybertech NICE IP Phone Recording System</td>
<td>Word Systems</td>
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