Date: March 25, 2014  Time: 9:30 -11:00 am  Location: CCB Rm 260

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

Minutes:
- Approval of the February 25, 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 14-09: Oracle License Renwal – Mr. Ken Clark
- Resolution 14-10: Time Warner Consolidation – Mr. Ken Clark
- Resolution 14-11: Accela Maintenance – Mr. Ken Clark
- Resolution 14-12: TIF Tracking & Reporting System – Mr. Ryan Hunt DMD

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

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

Date: February 25, 2014      Time: 9:31am – 10:19am      Location: CCB Room 260

Chairperson: Elizabeth L. White      Interim 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>Al Stovall</td>
<td>Deputy Chief IFD</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Colonel Dezelan</td>
<td>Marion County Sheriff</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Judge Joven</td>
<td>Marion Superior Court</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Gabriel Deaton</td>
<td>Marion County Assessor</td>
<td>Proxy 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>Holli Harrington</td>
<td>City-County Council</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Beth Howen</td>
<td>Information Services Agency</td>
<td>Interim 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:


Guests: Keith Connor, ATOS; Teresa Donsbach, Purchasing; Marv Thornsberry, DAI; Jason Sondhi, Sondhi Solutions; Barbara Brown, Knowledge Services; Parke Dieckmeyer, LoGO Indiana, Scott McDonald, LoGO Indiana and Jim Nelson, DAI.

Minutes

Approval of the February 4, 2014 IT Board Meeting Minutes

Colonel Dezelan made a motion to approve the February 4, 2014 IT Board Meeting Minutes and the motion was seconded by Mr. Al Stovall and carried with assenting votes from Ms. Beth White, Ms. Claudia Fuentes, Ms. Holli Harrington, Mr. Gabriel Deaton, Judge Joven, Ms. Julie Phealon and Mr. Jason Dudich.

IT Board Business

Chairperson Ms. Elizabeth White reminded appropriate board members to get sworn in for their 2014 appointment to the IT Board at the council office.
Mr. Jason Dudich provided an update on the CIO search. Phone interviews were conducted with nine (9) candidates. The final interviews will take place next week, March 2\textsuperscript{nd} & 3\textsuperscript{rd}. The committee expects to bring a recommendation to the board in late March or early April.

**ISA Report**

Good Morning Madam Chair and Good Morning Board Members!

- **We completed 1 Project in the last month and all remaining projects are currently on schedule and budget.**
  - Completed:
    - *Land Bank Property Management:* This project was to develop a new application to track information about the current land bank owned parcels and buyers, both prospective and actual. This application was moved into User Acceptance Testing earlier this month and is planned to be deployed in production on Wednesday, February 26, 2014.

**Additional Updates:**

- **Disaster Recovery Site: Purdue University**
  - I am very pleased to announce that we have successfully implemented our secondary Isilon at our DR Site which is Purdue University. As a reminder, the secondary Isilon contains a replicated copy of all of our unstructured data such as Home Drives, Shared Drives, Videos/Images and a great deal of the static GIS data. We will be implementing the secondary Data Domain at our DR site this coming weekend. The Data Domain contains the replicated copies of all of our structured data such as application, database and email data. I would like to thank Rusty Robinson and Ted Shockey from ISA, John Bates, Jim Effinger, John Redfern, Chuck Holtzer, and Dave Finta from Atos and the teams from our vendor’s partners EMC and Network Storage, Inc.
  - This implementation will allow us to begin planning for the next phases of our Disaster Recovery plans which include moving toward a more Active Data Center for mission critical applications.

- **ERP Physical Move**
  - The move of our ERP system is well under way. As a reminder, it is currently being hosted by TriCore in Boston, MA. We have purchased the necessary infrastructure to bring this enterprise system into our Data Center and it is currently being implemented. It is our plan to begin testing in mid-March (both internally and with our customers). We will be scheduling the final production move, along with the business owners, in the coming weeks for a targeted move of late April.

- **New Standard for Desktops/Laptops**
Dell has been the standard for desktops and laptops for the City/County for many years and we have leased them using the State QPA. Dell lost the State’s hardware QPA in 2013 and HP secured the new hardware QPA. We will be changing our standard from Dell to HP starting in 2014. We will have a mixed environment for an approximate 3 year period until all desktops/laptops that are refreshed to an HP model. Our desktop and laptop standard with HP is resulting in a bigger and faster machine for less money. The standard machines have more memory, a faster processor as well as more local storage and the approximate savings per device is $75. The existing Dell desktops/laptops that we are deploying in our environment today as still quality devices and they will be supported throughout the life of their leases. HP is our existing standard for servers and will remain the standard.

The project continues to move along, albeit slower than we would like. We are currently deploying PCs in the following agencies: OFM, Community Corrections, Probation, MCSO, Auditor’s Office, City/County Council, Clerk’s Office, DMD, DPW, OAP and Forensics. We have a new device(s) that is imaged and set-up with agency specific packages in almost 20 agencies. As each agency approves the device, we begin deployment within that agency.

The main reason that this process is slower than we would like is twofold. 1) All C/C users have been administers of their own devices for so many years. This has allowed our users to install whatever software, whether licensed or not as well as whether personal or professional, on their device. So, instead of having a singular or just a few images/packages for an agency, each device is proving to be individually unique. Many users have installed software at some point in time during the use of their device but no longer have the software or don’t recall where they received it. 2) Historically, devices were assigned to an agency instead of to an identified user. As we begin conducting the refresh in each agency, it has been at times challenging to locate each device identified to be refreshed.

While we are making progress, it is again slower than we would like. We are working with Atos during this process to change our standards in terms of inventory, device management and device identification so as to simplify the refresh process moving forward. This process has also further validated for us the need to increase device security and standard device software, where appropriate.

This is the 1st month reporting on the Atos and DAI Service Level Agreements (SLAs) for the new set of contracts that began on January 1, 2014. DAI has additional and revised SLAs in this contract as compared to their previous contract resulting in more stringent performance metrics. DAI met all of their SLAs for January 2014. Atos is measured monthly on 44 SLAs and 6 KPIs (Key Performance Indicators). This set of SLAs and KPIs are stricter than were previously in place. As was expected and appropriately documented within our contract, Atos did miss several SLAs during the month of


January. According to our executed contract, the 1st 60 days following the Commencement Date of our contract will be considered a baseline operations period. During this period, any Service Level Failures (SLFs) will follow standard root cause analysis and remediation through the governance process but SLA penalties and/or credits do not apply. With that said, Atos met 30 of their 44 SLAs and therefore missed 14. 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>Email Response Rate</td>
<td>&lt; 1 hour</td>
<td>98.0%</td>
<td>95.5%</td>
</tr>
<tr>
<td>Service Desk Priority 3 Tickets</td>
<td>Response within 4 hours and Resolution within 9 business hours</td>
<td>85.0%</td>
<td>82.05%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>85.0%</td>
<td>92.82%</td>
</tr>
<tr>
<td>Service Desk Priority 4 Tickets</td>
<td>Response within 8 hours and Resolution within 12 business hours</td>
<td>85.0%</td>
<td>33.33%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>85.0%</td>
<td>66.67%</td>
</tr>
<tr>
<td>Incident Closure: Re-occurring</td>
<td>&lt; 2% Recall (Ticket Reopen)</td>
<td>2.0%</td>
<td>1.74%</td>
</tr>
<tr>
<td>New User Account (Up to 5 per request)</td>
<td>Completed within 2 business days of authorized request</td>
<td>98.0%</td>
<td>80.50%</td>
</tr>
<tr>
<td>Password Reset</td>
<td>Completed within 15 minutes of receipt of request</td>
<td>98.0%</td>
<td>85.20%</td>
</tr>
<tr>
<td>Privilege Changes</td>
<td>Within 8 business hours of authorized request</td>
<td>98.0%</td>
<td>90.0%</td>
</tr>
<tr>
<td>Call Abandonment Rate</td>
<td>&lt; 2% of calls greater than or equal to 60 seconds</td>
<td>2.0%</td>
<td>2.34%</td>
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<tr>
<td>Deskside Priority 2 Tickets</td>
<td>Response within 1 hour and Resolution within 4 hours</td>
<td>95.0%</td>
<td>50.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>95.0%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Deskside Priority 3 Tickets</td>
<td>Response within 4 hours and Resolution within 9 business hours</td>
<td>85.0%</td>
<td>72.12%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>85.0%</td>
<td>77.58%</td>
</tr>
<tr>
<td>Deskside Priority 4 Tickets</td>
<td>Response within 8 hours and Resolution within 12 business hours</td>
<td>85.0%</td>
<td>27.27%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>85.0%</td>
<td>63.64%</td>
</tr>
<tr>
<td>PC Move: 6 – 10</td>
<td>5 business days</td>
<td>95.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Data Center and Network Priority 2 Tickets</td>
<td>Response within 2 hours and Resolution within 8 hours</td>
<td>95.0%</td>
<td>75.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>95.0%</td>
<td>90.0%</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>85.0%</td>
<td>50.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>85.0%</td>
<td>50.0%</td>
</tr>
</tbody>
</table>

As a means of collecting customer satisfaction data, Atos sends out surveys after the completion of a Service Desk ticket. There are 7 questions asked on each of the surveys. For the month of January, 150 surveys were returned for an overall Average Satisfaction Rating of 4.18 out of 5. Of the 150 Surveys, 82 rated the services received with a perfect score of all 5s. Of the 150 returned surveys, 22 were considered Dissatisfied Surveys. The overall Average Satisfaction Rating for the 22 Dissatisfied Surveys is 2.03 out of 5.
ISA Financial Report

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

**Total Expenses:** $31,907,737 was budgeted for 2014. $972,256 was used YTD, which equals 3.0% used overall. Total Encumbrance $19,471,000 YTD for 2014, with 61.02% Encumbered.

**Revenue:** $31,445,615 was budgeted for 2014. $1,596 was received YTD, which accounted for 0.0% collected.

**Action Items:**

**Resolution 14-04- to Approve AT&T Connectivity Services**

Seeking Approval of the Information Technology Board to authorize the Interim Chief Information Officer, Ms. Beth Howen to negotiate and execute all reasonable and necessary agreements on behalf of ISA with AT&T for connectivity products and services in the amount not to exceed Four Million, Seven Hundred Ninety Thousand, Four Hundred Dollars and Zero Cents ($4,790,400.00) through July 1, 2017.

Ms. Julie Phealon made a motion to approve Resolution 14-04. The motion was seconded by Colonel Dezelan, and the motion passed unanimously.

**Resolution 14-05- to Approve Bright House Networks LLC Connectivity Services**

Seeking Approval of the Information Technology Board to authorize the Interim Chief Information Officer, Ms. Beth Howen to negotiate and execute all reasonable and necessary agreements on behalf of ISA with Bright House Networks LLC for connectivity products and services in the amount not to exceed Three Hundred Fifty Thousand Dollars and Zero Cents ($350,000.00) through March 25, 2019.

Mr. Jason Dudich made a motion to approve Resolution 14-05. The motion was seconded by Ms. Holli Harrington and the motion passed unanimously.

**Resolution 14-06- to Approve the NEC Corporation Maintenance Contract for Support of the Automated Fingerprint Identification System**

Seeking Approval of the Information Technology Board to authorize the Interim Chief Information Officer, Ms. Beth Howen to negotiate and execute all reasonable and necessary agreements on behalf of ISA with NEC Corporation for annual maintenance support of AFIS in the amount not to exceed Two Hundred Eighty Eight Thousand and Five Hundred Thirty One Dollars and Eighty Four Cents ($288,531.84) through June 30, 2015.
Information Technology Board Meeting Minutes

Judge Joven made a motion to approve Resolution 14-06. The motion was seconded by Colonel Dezelan and the motion passed unanimously.

Resolution 14-07- to Approve the Environmental Systems Research Institute, Inc. Contract for GIS Software Licenses and Maintenance

Seeking Approval of the Information Technology Board to authorize the Interim Chief Information Officer, Ms. Beth Howen to negotiate and execute all reasonable and necessary agreements on behalf of ISA with ESRI for GIS software licenses and maintenance in the amount not to exceed Three Hundred Twenty Six Thousand, One Hundred Six Dollars and Zero Cents ($326,106.00) through June 30, 2017.

Colonel Dezelan made a motion to approve Resolution 14-07. The motion was seconded by Ms. Holli Harrington and the motion passed unanimously.

Resolution 14-08- to enter the Master Lease Agreement between the Information Services Agency and Hewlett-Packard Financial Services Company

Seeking Approval of the Information Technology Board to authorize the Interim Chief Information Officer, Ms. Beth Howen to negotiate and execute all reasonable and necessary agreements on behalf of ISA with HP Financial Services for the lease of information technology hardware, peripherals and related services, and the IT Board delegates the authority to the Interim Chief Information Officer of ISA to enter into lease schedules totaling an amount not to exceed One Million, Nine Hundred Sixty Thousand, Three Hundred Two Dollars and Seventy Four Cents ($1,960,302.74) through October 23, 2015.

Mr. Jason Dudich made a motion to approve Resolution 14-08. The motion was seconded by Ms. Julie Phealon and the motion passed unanimously.

Discussion Items:

Ms. Beth White adjourned the February 25, 2014 IT Board meeting at 10:19am.

The next scheduled IT Board Meeting is March 25, 2014
### ISA Project Status

#### ISA Major Business Initiatives

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

#### Project Status

<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>ERP Implementation Financials Phase 2</td>
<td>BI2</td>
<td>Executing</td>
<td>3/28/2014</td>
<td>Green</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>Yellow</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>Yellow</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
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<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>TBD</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>RequestIndy Updates</td>
<td>BI2</td>
<td>Executing</td>
<td>4/30/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>OMS implementation</td>
<td>BI2</td>
<td>Executing</td>
<td>6/2/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
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<tr>
<td>Criminal Justice Information Sharing Requirements for CORE Powered by DEXTER</td>
<td>BI2</td>
<td>Executing</td>
<td>4/1/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>ERP Physical Host Migration to CCB</td>
<td>BI2</td>
<td>Executing</td>
<td>5/1/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>2015 Chargeback Redesign</td>
<td>BI2</td>
<td>Planning</td>
<td>TBD</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Tablet Pilot</td>
<td>BI2</td>
<td>Planning</td>
<td>TBD</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>Planning</td>
<td>TBD</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>TBD</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.

Criminal Justice Information Sharing Requirements for CORE Powered by DEXTER
This project will identify the information sharing/interface requirements for the criminal justice system, since many of the agencies are moving to new systems with the replacement of JUSTIS. The new, disparate systems will need to exchange information to maintain current level of service, and will use the DEXTER integration engine to facilitate the data exchanges. As part of this project, requirements will be defined, and a governance structure will be developed for the initiative going forward.

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.

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.

ERP Physical Host Migration to CCB
The physical server equipment for the ERP system will be moving from its current location in Boston, MA back to the 9th floor data center in the City-County Building. Benefits of this migration will be alleviating system performance issues and a cost reduction associated with the ERP system.

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.

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.

**RequestIndy Updates**
The existing RequestIndy web-based application as well as the IOS and Android native applications will be updated. These updates are focused in three areas; 1) Implementation of an architectural change which moves logic functions from the individual applications to the shared RequestIndy service. 2) Update of the 2009 web-based implementation to a modern HTML5 application. 3) Update of the IOS and Android native applications to the most recent operating systems and Application Programming Interfaces, API's.

**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 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.

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**Current Project Status, Milestones & Issues**

**2015 Chargeback Redesign**

**Upcoming Milestones**
- Finalizing contract and collecting data for project initiation.

**Criminal Justice Information Sharing Requirements for CORE Powered by DEXTER**
- Finalized privacy policy
- Updated priority data exchanges
- Conducted governance team meetings every other week
- Conducted process modeling sessions for top data exchanges

**Upcoming Milestones**
- Implementation roadmap

**DPW Traffic Signal Network and System Upgrade**
- Traffic Control Corporation will oversee the implementation of the traffic management system: Centracs.
- 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.

**Upcoming Milestones**
- The Castleton network completion date is TBD.
- The required fiber repairs are more extensive than expected, requiring up to three times as much funding. The estimated completion date is May 2014.
- Provision servers in coordination with Centracs will manage the application and database via VPN.
- Configure database for Centracs, GIS interface with Centracs, network equipment, and PCs for DPW to access Centracs.
- Coordinate DSL circuit from Castleton network to CCB.
- ISA-DPW support arrangement is still under discussion.

**Email Upgrade**
- Kick-off meeting held with Microsoft

**Upcoming Milestones**
March 2014 ISA Project Summary Report

- Project plan and migration strategy defined
- Decision on Enterprise Vault storage and retention policies
- Documentation of current system and system going forward

**Enterprise WiFi (Private & Public)**
- Established needs and requirements for assessment.

**Upcoming Milestones**
- Finalize statement of work for wifi assessment.

**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 mid-March.

**ERP Physical Host Migration to CCB**
- All servers are online and being prepped for testing and data validation
- First applications have been installed on the windows servers
- Backup strategy has been developed and implementation to begin 4/1

**Upcoming Milestones**
- Full system stand up 3/28
- Functional Testing to begin 4/1

**False Alarm Tracking & Reporting**
- There are some pending changes to the ordinance, we will have to determine if they will result in application or database changes. At first glance, they do not.

**Upcoming Milestones**
- Finalize requirements and design related to Ordinance being presented to Council in March
- Release Iteration I (IMPD) for UAT
- Deploy Iteration I to Production
- Begin Iteration II (IFD)

**OMSe Implementation**
- Vendor managed project with onsite assistance on an as-needed basis.

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

**RequestIndy Updates**
- The Woolpert Test Plan was been approved by ISA.

**Upcoming Milestones**
- April 1 go-live.

**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.
March 2014 ISA Project Summary Report

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

**Upcoming Milestones**
- Production Deployment

**Windows 7 & Office 2010 Migration**
- Application testing continues.

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

**Vendor Performance**

**Atos:** Atos met 38 SLAs and missed 8 for the month of February. The Infrastructure Services ticket counts follow:

<table>
<thead>
<tr>
<th>Opened</th>
<th>Resolved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>February</td>
<td>4,157</td>
<td>4,159</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Opened</th>
<th>Resolved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>February</td>
<td>139</td>
<td>60</td>
</tr>
</tbody>
</table>

**LoGO Indiana:** During the month of February, 38,349 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 $11,292 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>
</tbody>
</table>
### Yellow
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.

### Green
Project is on time, on budget and/or on scope.

### Black
This project has been placed on long term hold, terminated early, or retired.

<table>
<thead>
<tr>
<th>Phase</th>
<th>Key</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 February Year-to-Date Expenses

<table>
<thead>
<tr>
<th>Characters</th>
<th>Approved Budget 2014</th>
<th>YTD Spend Feb-14</th>
<th>2013%</th>
<th>YTD Encumbrance Feb-14</th>
<th>2014% Encumbered</th>
<th>YTD Spend Feb-13</th>
<th>2013%</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL EXPENSE</td>
<td>$31,907,737</td>
<td>$4,286,295</td>
<td>13.4%</td>
<td>$22,408,179</td>
<td>70.23%</td>
<td>$4,943,358</td>
<td>15.9%</td>
</tr>
<tr>
<td>Char 1 - Personnel &amp; Fringes</td>
<td>$3,077,444</td>
<td>$363,399</td>
<td>11.8%</td>
<td>$363,399</td>
<td>11.81%</td>
<td>$413,008</td>
<td>11.8%</td>
</tr>
<tr>
<td>Char 2 - Supplies</td>
<td>$150,000</td>
<td>$8,456</td>
<td>5.6%</td>
<td>$16,058</td>
<td>10.71%</td>
<td>$2,638</td>
<td>1.7%</td>
</tr>
<tr>
<td>Char 3 - Contractual Services</td>
<td>$27,112,298</td>
<td>$2,346,444</td>
<td>8.7%</td>
<td>$20,460,727</td>
<td>75.47%</td>
<td>$3,577,712</td>
<td>13.5%</td>
</tr>
<tr>
<td>Char 4 - Capital &amp; Equipment</td>
<td>$1,567,995</td>
<td>$1,567,995</td>
<td>100.0%</td>
<td>$1,567,995</td>
<td>100.00%</td>
<td>$950,000</td>
<td>95.0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Budget 2014</th>
<th>YTD Collected Feb-14</th>
<th>% Collected</th>
<th>Budget 2013</th>
<th>YTD Collected Feb-13</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL REVENUE</td>
<td>$31,445,615</td>
<td>$7,875</td>
<td>0.0%</td>
<td>$32,656,819</td>
<td>$5,728</td>
</tr>
<tr>
<td>Chargeback/Pass Through</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>$17,061,986</td>
<td>$0</td>
<td>0.0%</td>
<td>$17,630,280</td>
<td>$0</td>
</tr>
<tr>
<td>County</td>
<td>$11,688,667</td>
<td>$0</td>
<td>0.0%</td>
<td>$12,176,231</td>
<td>$0</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$500,000</td>
<td>$7,875</td>
<td>1.6%</td>
<td>$275,000</td>
<td>$2,991</td>
</tr>
<tr>
<td>Telephones</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>$1,139,481</td>
<td>$0</td>
<td>0.0%</td>
<td>$1,343,388</td>
<td>$0</td>
</tr>
<tr>
<td>County</td>
<td>$743,481</td>
<td>$0</td>
<td>0.0%</td>
<td>$919,920</td>
<td>$0</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$312,000</td>
<td>$0</td>
<td>0.0%</td>
<td>$312,000</td>
<td>$2,737</td>
</tr>
<tr>
<td>Miscellaneous Revenue</td>
<td>$0</td>
<td>$0</td>
<td>0.0%</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

*Current year revenue*
RESOLUTION 14-09

INFORMATION TECHNOLOGY BOARD

Resolution to Approve the Oracle America, Inc. Contract for Oracle Software Licenses and Support

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

WHEREAS, Oracle America, Inc. is currently the provider of Oracle software and database licenses and support for the Enterprise; and

WHEREAS, the Information Services Agency (“ISA”) recommends the renewal of Oracle America, Inc. for Oracle software and database licenses and support for the Enterprise; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Interim Chief Information Officer to execute all reasonable and necessary agreements on behalf of ISA with Oracle America, Inc. for Oracle software and database licenses and support in the amount not to exceed Six Hundred Sixty Five Thousand, Six Hundred Forty One Dollars and Thirty Nine Cents ($665,641.39) through May 28, 2015.

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

March 25, 2014
RESOLUTION 14-10

INFORMATION TECHNOLOGY BOARD

Resolution to Approve TW Telecom Holdings, Inc. Connectivity Services

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

WHEREAS, the Information Services Agency (“ISA”) seeks to modify the previously approved Resolution 13-09 to reflect the costs for all TW Telecom Holdings, Inc. products and services for all business solutions that may benefit the Enterprise and improve services available to the City/County; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Interim Chief Information Officer to execute all reasonable and necessary agreements on behalf of ISA with TW Telecom Holdings, Inc. for connectivity products and services in the amount not to exceed Five Hundred Eighty Four Thousand, Seven Hundred Forty Eight Dollars and Zero Cents ($584,748.00) through March 31, 2016.

_______________________________
Elizabeth L. White, Chairperson
Information Technology Board

_______________________________
Joseph O’Connor, Secretary
Information Technology Board

March 25, 2014
RESOLUTION 14-11

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Expenditure for Annual Maintenance for the Permits, Licensing and Land Management System

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

WHEREAS, Accela, Inc. has provided maintenance and support for the Permits, Licensing and Land Management System; and

WHEREAS, the Information Services Agency ("ISA") recommends the IT Board approve the expenditure of Six Hundred Twenty Seven Thousand, Seventy Seven Dollars and Seventy Seven Cents ($627,077.77) for the Permits, Licensing and Land Management System maintenance and support through April 15, 2017; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the expenditure for maintenance and support coverage for the Permits, Licensing and Land Management System for the remaining term of the current Accela, Inc. contract at the not to exceed amount of Six Hundred Twenty Seven Thousand, Seventy Seven Dollars and Seventy Seven Cents ($627,077.77) through April 15, 2017.

_______________________________
Elizabeth L. White, Chairperson
Information Technology Board

_______________________________
Joseph O’Connor, Secretary
Information Technology Board

March 25, 2014
RESOLUTION 14-12
INFORMATION TECHNOLOGY BOARD

Resolution to Approve the Contract Between the Department of Metropolitan Development and Crowe Horwath LLP

WHEREAS, Section 281-223 of the Revised Code of the Consolidated City of Indianapolis and Marion County (“Revised Code”) empowers the Marion County Information Technology Board (“IT Board”) to approve any information technology contracts funded by the City-County prior to contract execution; and

WHEREAS, on August 27, 2013, the IT Board approved Resolution 13-27, which requires IT Board approval of any information technology contracts greater than or equal to One Hundred Thousand Dollars and Zero Cents ($100,000.00) and authorizes the Interim Chief Information Officer to approve information technology contracts less than One Hundred Thousand Dollars and Zero Cents ($100,000.00) without IT Board approval; and

WHEREAS, the Department of Metropolitan Development (“DMD”) seeks to contract with Crowe Horwath LLP to provide the Tax Increment Financing (“TIF”) Tracking and Reporting System; and

WHEREAS, the Information Services Agency recommends approval of the Crowe Horwath LLP contract; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Department of Metropolitan Development to contract with Crowe Horwath LLP for the TIF Tracking and Reporting System in the amount not to exceed One Hundred Twenty Five Thousand Dollars and Zero Cents ($125,000.00).

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

March 25, 2014
<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>Microsoft Corporation</td>
<td>$ 49,880.00</td>
<td>$ 49,880.00</td>
<td>ISA</td>
<td>No</td>
<td>Service</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>Date Approved</td>
<td>Dept.</td>
<td>Description</td>
<td>Vendor</td>
<td>Annual $ Amount</td>
<td>Total $ Amount</td>
<td>Funding Department or Chargeback</td>
<td>MBE/WBE</td>
<td>Notes</td>
</tr>
<tr>
<td>---------------</td>
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</tbody>
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