Date: May 27, 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 April 29, 2014 Meeting Minutes – Chairperson White
- Approval of the May 9, 2014 IT Board Exec. Session Memoranda – Chairperson White

Status Updates:
- IT Board Business – Chairperson White
  - Resolution 14-14: ISA CIO Appointment
- ISA Report – Ms. Beth Howen
- ISA Financial Report – Mr. Ken Clark

Action Items:
- Resolution 14-15: ISA CIO Authorize Signatory – Mr. Ken Clark
- Resolution 14-16: Virtual Server Licenses Purchase & Maint. Renewal – Mr. Ken Clark
- Resolution 17: Microsoft Professional Services for Email Migration – Mr. Ken Clark

Adjourn:
The next scheduled IT Board meeting is on June 24, 2014 at 9:30 AM in CCB Room 260

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

**Date:** April 29, 2014  **Time:** 9:32am – 10:44am  **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>Colonel Dezelan</td>
<td>Marion County Sheriff</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Gabriel Deaton</td>
<td>Marion County Assessor</td>
<td>Proxy Voting Member</td>
</tr>
<tr>
<td>Cindy Land</td>
<td>Marion County Treasurer</td>
<td>Proxy 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:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Al Stovall</td>
<td>Deputy Chief IFD</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Judge Joven</td>
<td>Marion Superior Court</td>
<td>Voting Member</td>
</tr>
</tbody>
</table>

Present: Linda Haley, Giesla Schepers, Ken Clark, Ted Shockey, Ken Pearcy, Jeff Crawford, Travis Grubb and Rusty Robinson.

Guests: Teresa Donsbach, Purchasing; Marv Thornsberry, DAI; Jason Sondhi, Sondhi Solutions; Barbara Brown, Knowledge Services; Ami Guilfoyl, LoGO Indiana; Tonya Hanshew CSpring; Bob Jacobson, EMC; Teresa Conroy-Roth, Axia; Sean McCloskey, SAP; Sandeep Barre, DAI; Jeremy Jobe, Woolpert; Yury Tritenko, Woolpert; Tracy Barnes, ENTAP; Joe Goodsame, CSpring; Anthony Donaldson, ATOS; Tom Morrissey, VENDITA; Lee Brown, ATOS; Clint Dean, ATOS and Jim Nelson, DAI.

#### Minutes

**Approval of the March 25, 2014 IT Board Meeting Minutes**

Colonel Dezelan made a motion to approve the March 25, 2014 IT Board Meeting Minutes and the motion was seconded by Mr. Julie Phealon and carried with assenting votes from Ms. Beth White, Ms. Claudia Fuentes, Ms. Holli Harrington, Mr. Joseph O’Connor and Mr. Jason Dudich.
Information Technology Board Meeting Minutes

IT Board Business

ISA Report

Good Morning Madam Chair and Good Morning Board Members!

- **We have completed 1 project, moved 1 project to Yellow status and added 2 new projects in the last month.**
  - **Completed:**
    - *Criminal Justice Information Sharing Requirements for CORE powered by Dexter:* The Governance Committee for this project contracted with Crowe Horwath for the development of the requirements for the CORE project. All requirements for this project have been documented and the implementation roadmap has been completed. All requirements have been turned over to ISA for development of Dexter.
  - **Yellow Status:**
    - *ERP Physical Host Migration to CCB:* It was our original plan to Go Live with the PeopleSoft system in our environment on 4/28/14. However, we have experienced a few challenges in receiving the data in a proper manner from our current hosting vendor. Therefore, we are approximately 14 days behind schedule. I am pleased to announce that the entire PeopleSoft system, including all components, is up and running in our data center. The PeopleSoft team completed their preliminary testing and have now included our customer departments/agencies to complete user acceptance testing which I understand is also moving forward smoothly. We will begin the final migration of all production data starting at 5pm on Wednesday, May 7th. The entire PeopleSoft system will be down from that point until Monday, May 12th at 5am when we Go Live from our data center. We will be hosting a Peoplesoft Townhall in the Public Assembly Room on Wednesday at 1:30pm regarding this move.
  - **New Projects:**
    - *DEXTER Development:* This project is the development of the Dexter integration engine components required to facilitate the 7 data exchanges identified as critical for the CORE Go Live which will be June 6, 2014. The components will be designed and developed per the requirements gathered and documented in the above completed project.
    - *Mobile Device Management Pilot:* ISA is working to execute a mobile device management platform pilot using the Mobileiron application. This application will provide ISA with a toolset to manage wireless devices with greater security and enhanced efficiency as well as providing a better user experience.
Information Technology Board Meeting Minutes

• **Additional Comments:**
  o *Microsoft Definition Explanation:* On April 16th, we experienced technical issues that affected much of the enterprise. While this incident was not an outage of service, it did result in some users not being able to access to internet while others experienced more significant issues using their computers. The issues primarily affected those users remaining on Windows XP or applications still running on a Windows 2003 servers. To explain the incident, we receive a nightly update from Microsoft for anti-virus and malware protection. The update that we received during the evening of April 15th introduced these issues into our environment. It was not just the City/County that experienced these issues but many Microsoft based organizations. Our technical engineers worked closely with Microsoft to resolve the issue as quickly as was possible on that day. As a reminder to all, should this incident had been an outage, we have redundancies and business continuity plans in place to resolve. With our new DR site operational, we will be further increasing our redundancies as well as providing greater business continuity offerings. We understand that mission critical business operations, such as Public Safety systems, need to continue despite outage situations.

For the month of February:
• **DAI met all of their established SLAs.**
• **Atos met 43 of their established SLAs and missed 8. This is the 1st full month that Atos is accountable for all 51 SLAs. They achieved 5 more SLAs this month over last. Contractually, Atos will be assessed penalties for any SLAs they miss 2 months in a row. Given that the 1st 2 months of this year were used to establish baseline operations, should Atos miss any of the 8 SLAs next month that they missed this month, they will be subject to established penalties. Missed SLAs were as follows:**

<table>
<thead>
<tr>
<th>Service Level Agreement</th>
<th>Criteria</th>
<th>SLA Expected</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Response Rate</td>
<td>&lt; 1 hour</td>
<td>98.00%</td>
<td>91.85%</td>
</tr>
<tr>
<td>Deskside Priority 3 Tickets</td>
<td>Response within 4 hours and Resolution within 9 business hours</td>
<td>85.00%</td>
<td>62.19%</td>
</tr>
<tr>
<td>PC Setup or Reimaging: 1</td>
<td>1 business day</td>
<td>95.00%</td>
<td>94.81%</td>
</tr>
<tr>
<td>PC Setup or Reimaging: 2 - 5</td>
<td>2 business days</td>
<td>95.00%</td>
<td>62.50%</td>
</tr>
<tr>
<td>PC Move: 2 - 5</td>
<td>2 business days</td>
<td>95.00%</td>
<td>50.00%</td>
</tr>
<tr>
<td>PC Move: 6 - 10</td>
<td>5 business days</td>
<td>95.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Data Center and Network Priority 1 Tickets</td>
<td>Response within 30 minutes and Resolution within 4 hours</td>
<td>98.00%</td>
<td>66.67%</td>
</tr>
<tr>
<td>Data Center and Network Priority 4 Tickets</td>
<td>Response within 8 business hours and Resolution within 4 business days</td>
<td>85.00%</td>
<td>66.67%</td>
</tr>
</tbody>
</table>
Information Technology Board Meeting Minutes

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 March, 160 surveys were returned for an overall Average Satisfaction Rating of 4.2 out of 5. Of the 160 Surveys, 134 were rated as Positive and 26 as Negative. On March 26 (a day after our last board meeting), Atos moved the survey link to the top of Resolved emails. This move has tripled the number of surveys, on average, that we receive daily. For comparison purposes, we received a total of 160 surveys in March and have received 269 as of April 24th. I am also pleased to announce that with the increase in returned surveys, we are seeing an overall increase in our Customer Satisfaction rating as well. The overall score for April (through the 24th) is 4.40 out of 5. Here are the Top 3 agency Customer Satisfaction details:

<table>
<thead>
<tr>
<th>Agency</th>
<th>Total Surveys</th>
<th>Positive</th>
<th>Positive %</th>
<th>Negative</th>
<th>Negative %</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPS</td>
<td>161</td>
<td>135</td>
<td>84%</td>
<td>26</td>
<td>16%</td>
</tr>
<tr>
<td>Courts</td>
<td>112</td>
<td>96</td>
<td>86%</td>
<td>16</td>
<td>14%</td>
</tr>
<tr>
<td>DPR</td>
<td>58</td>
<td>56</td>
<td>97%</td>
<td>2</td>
<td>3%</td>
</tr>
</tbody>
</table>

ISA Financial Report

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

Total Expenses: $31,907,737 was budgeted for 2014. $6,828,917 was used YTD, which equals 21.4% used overall. Total Encumbrance $23,231,181 YTD for 2014, with 72.81% Encumbered.

Revenue: $31,445,615 was budgeted for 2014. $5,908,849 was received YTD, which accounted for 18.8% collected.

Action Items:

Resolution 14-13- to Approve Additional Expenditure for ERP Hosting Services with TriCore Solutions LLC

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 to extend the ERP Hosting Services Agreement with Tricore for one (1) additional month ending May 31, 2014, at the cost of Sixteen Thousand Three Hundred Seventy Five Dollars and Zero Cents ($16,375.00) for the total amount not to exceed Three Hundred Seventy Seven Thousand Dollars and Zero Cents ($377,000.00).

Mr. Jason Dudich made a motion to approve Resolution 14-13. The motion was seconded by Ms. Julie Phealon, and the motion passed unanimously.
Information Technology Board Meeting Minutes

Discussion Items:

Mr. Curtis Cordray, ATOS presented the Quality Management Presentation.

Mr. Jim Nelson, DAI and Mr. Jeremy Jobe, Woolpert presented the Demo Update for RequestIndy Applications.

*PP Slides for Discussion Item(s) available for viewing in the April 2014 IT Board Packet online at;

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

Ms. Beth White adjourned the April 29, 2014 IT Board meeting at 10:44am.

The next scheduled IT Board Meeting is May 27, 2014
MEMORANDA OF EXECUTIVE SESSION 
BOARD OF DIRECTORS 
MARION COUNTY INFORMATION TECHNOLOGY BOARD

Members in Attendance: Ms. Elizabeth White, Marion County Clerk; Mr. Jason Dudich, Controller; Ms. Claudia Fuentes, Marion County Treasurer; Ms. Holli Harrington, City County Council Appointee; Judge Joven, Marion Superior Court Appointee; Mr. Joseph O’Conner, Marion County Assessor Deputy Chief Al Stovall, Public Safety Appointee; (Ms. Julie Phealon, Mayoral Appointee, participated via telephone) 

Members not in Attendance: Colonel Dezelan, Marion County Sheriff. 

Also in attendance: Ms. LeAnnette Pierce. 

With a quorum present, the meeting was called to order. 

The Information Technology Board of Directors for Marion County held an Executive Session as allowed under I.C. 5-14-1.6-6.1(b)(6), at the City County Building located at 200 E. Washington Street, Room 224, Indianapolis, Indiana, 46204. The board received information about a prospective employee. 

The IT Board certifies that no subject matter was discussed in this executive session other than the subject matter specified herein. 

_______________________________
Elizabeth L. White, Chairperson
Information Technology Board

Joseph O’Connor, Secretary
Information Technology Board

May 9, 2014
RESOLUTION 14-14

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Hiring Beth Howen to Serve as the Chief Information Officer of the Information Services Agency

WHEREAS, Section 281-212(a)(10) of the Revised Code of the Consolidated City of Indianapolis and Marion County (“Revised Code”) empowers the Information Technology Board (“IT Board”) to employ a Chief Information Officer (“CIO”); and

WHEREAS, the IT Board has received applications and interviewed candidates to fill the position of CIO; and

WHEREAS, the IT Board interviewed Ms. Beth Howen and reviewed her qualifications; and

WHEREAS, the IT Board finds Ms. Howen to be well qualified for the position of CIO; and

NOW THEREFORE BE IT RESOLVED, the IT Board appoints Ms. Beth Howen as Chief Information Officer of the Information Services Agency.

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

May 27, 2014
## ISA Project Status

### ISA Major Business Initiatives

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

<table>
<thead>
<tr>
<th>Project</th>
<th>BI</th>
<th>Phase</th>
<th>Scheduled Finish Date</th>
<th>Time</th>
<th>Budget</th>
<th>Scope</th>
<th>Overall Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>RequestIndy Updates</td>
<td>BI2</td>
<td>Executing</td>
<td>4/30/2014</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
</tr>
<tr>
<td>ERP Physical Host Migration to CCB</td>
<td>BI2</td>
<td>Executing</td>
<td>5/12/2014</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
<td>Blue</td>
</tr>
<tr>
<td>ERP Implementation Financials Phase 2</td>
<td>BI2</td>
<td>Executing</td>
<td>6/28/2014</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>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>PC Refresh 2013</td>
<td>BI2</td>
<td>Executing</td>
<td>7/31/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Voter Information Portal Enhancements</td>
<td>BI5</td>
<td>Executing</td>
<td>12/31/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>False Alarm Tracking &amp; Reporting</td>
<td>BI2</td>
<td>Executing</td>
<td>7/18/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>OMSe 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>
</tr>
<tr>
<td>2015 Chargeback Redesign</td>
<td>BI2</td>
<td>Executing</td>
<td>7/18/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>DEXTER Development</td>
<td>BI2</td>
<td>Executing</td>
<td>6/6/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Conversion to Odyssey</td>
<td>BI2</td>
<td>Executing</td>
<td>6/6/2014</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>9/30/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Enterprise WiFi (Private &amp; Public)</td>
<td>BI5</td>
<td>Planning</td>
<td>3/31/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Email Upgrade</td>
<td>BI5</td>
<td>Planning</td>
<td>9/30/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Mobile Device Management Pilot</td>
<td>BI5</td>
<td>Planning</td>
<td>9/30/2014</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
</tbody>
</table>

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

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

**DPW Traffic Signal Network and System Upgrade**
ISA will assist DPW Engineering’s upgrade of the traffic signal network and signal management system. The project has three major components: network devices at intersections and in the ISA data center, fiber optic cable under City streets, and traffic signal monitoring software. The network will be supported by DPW and ISA. The estimated project completion date has been revised to July 2014.

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

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

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

**ERP Implementation – Multiple Phases**
We are implementing the final phase of the 3-year Enterprise Resource Planning (ERP) project. Accounts Receivable will be the last module implemented into PeopleSoft. This module includes an interface for Cash Management.

**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.

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

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

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

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

**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.

## Current Project Status, Milestones & Issues

### 2015 Chargeback Redesign
- Collected cost data on selected 10 applications
- Drafted 2015 IT Service Catalog
- Began building new application costing model

### Upcoming Milestones
- Completion of cost model for selected 10 applications

### DPW Traffic Signal Network and System Upgrade Status
- 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.

### Issues
- The required fiber repairs are more extensive than expected, requiring up to three times as much funding. The estimated completion date is May 2014.

### DEXTER Development
- Regular meetings with all of the stakeholders and vendors for the participating agency/departments are being held to keep everyone informed of the
progress and any issues that are identified during the development.

- Development in process on the inbound and outbound integrations to CORE; initial testing on several integrations complete

**Upcoming Milestones**

- Finalize development and test the go-live critical data exchanges
- Freeze code on 5/30
- Go-live on the critical data exchanges on 6/6

**Email Upgrade**

- MS investment dollars verified and validated through duration of migration efforts
- Migration consultants identified
- Exchange and client options identified
- E-Vault storage amounts and migration method agreed upon
- Team Roles identified

**Upcoming Milestones**

- Project plan and migration strategy defined
- Migration readiness assessment completed
- Migration bandwidth testing

**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 in June.

**ERP Physical Host Migration to CCB**

- ERP System is in production
- Go Live proceeded as planned
- Entire system backup strategies and performance monitoring underway
- Backup strategy tested and restored successfully

**Upcoming Milestones**

- Non Prod environments finalized 5.30.2014

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**False Alarm Tracking & Reporting**

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

**Upcoming Milestones**

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

**Mobile Device Management (MobileIron) Pilot**

- Initial meeting have been conducted with AT&T for information gathering
- Internal planning has commenced

**Odyssey Conversion**

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

**Upcoming Milestones**

- Continue financial data conversion.

**OMSe Implementation**

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

**PC Refresh 2013**

- 1800 Workstations Deployed
  - ISA / DAI / NG
  - Courts
  - Assessor
  - Surveyor
  - Controller
May 2014 ISA Project Summary Report

- 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
- Prosecutor

- Continue to address the challenges of unknown and/or unlicensed software deployed within the environment.

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

**RequestIndy Updates**
- Deployed to production.

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

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

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

**Upcoming Milestones**
- Production Deployment

**Windows 7 & Office 2010 Migration**

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

**Vendor Performance**

**Atos**:
Atos met 41 SLAs and missed 10 for the month of April. The Infrastructure Services ticket counts follow:

<table>
<thead>
<tr>
<th></th>
<th>Opened</th>
<th>Resolved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>5,511</td>
<td>5,488</td>
<td>99.6%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Opened</th>
<th>Resolved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>571</td>
<td>567</td>
<td>99.3%</td>
</tr>
</tbody>
</table>

**Application Services Hours – April 2014**

**LoGO Indiana**: During the month of April, 50,302 transactions were processed through the Indygov.Biz Portal. The transactions processed resulted in over $1.1 million deposited back to City/County Agencies in statutory fees and $14,683 deposited to the Enhanced Access Review Committee Revenue Share Fund.
## Project Keys

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

<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>

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

Red: 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.

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.
## Financial Report

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

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

<table>
<thead>
<tr>
<th>Characters</th>
<th>Approved Budget 2014</th>
<th>YTD Spend Apr-14</th>
<th>2014% Spend</th>
<th>YTD Encumbrance Apr-14</th>
<th>2014% Encumbered</th>
<th>YTD Spend Apr-13</th>
<th>2013% Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL EXPENSE</td>
<td>$31,907,737</td>
<td>$10,915,592</td>
<td>34.2%</td>
<td>$24,451,468</td>
<td>76.63%</td>
<td>$11,364,487</td>
<td>36.5%</td>
</tr>
<tr>
<td>Char 1 - Personnel &amp; Fringes</td>
<td>$3,077,444</td>
<td>$628,121</td>
<td>20.4%</td>
<td>$628,121</td>
<td>20.41%</td>
<td>$916,424</td>
<td>26.3%</td>
</tr>
<tr>
<td>Char 2 - Supplies</td>
<td>$150,000</td>
<td>$21,868</td>
<td>14.6%</td>
<td>$25,510</td>
<td>17.01%</td>
<td>$6,975</td>
<td>4.6%</td>
</tr>
<tr>
<td>Char 3 - Contractual Services</td>
<td>$26,562,298</td>
<td>$8,697,607</td>
<td>32.7%</td>
<td>$22,299,842</td>
<td>83.69%</td>
<td>$9,491,088</td>
<td>35.8%</td>
</tr>
<tr>
<td>Char 4 - Capital &amp; Equipment</td>
<td>$2,117,995</td>
<td>$1,567,995</td>
<td>74.0%</td>
<td>$1,567,995</td>
<td>74.03%</td>
<td>$950,000</td>
<td>95.0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Characters</th>
<th>Budget 2014</th>
<th>YTD Apr-14</th>
<th>% Collected</th>
<th>Budget 2013</th>
<th>YTD Apr-13</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL REVENUE</td>
<td>$31,445,615</td>
<td>$7,660,236</td>
<td>24.4%</td>
<td>$32,656,819</td>
<td>$9,290,517</td>
<td>28.4%</td>
</tr>
<tr>
<td>Chargeback/Pass Through</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>$17,061,986</td>
<td>$4,265,618</td>
<td>25.0%</td>
<td>$17,630,280</td>
<td>$4,413,535</td>
<td>25.0%</td>
</tr>
<tr>
<td>County</td>
<td>$11,688,667</td>
<td>$2,922,169</td>
<td>25.0%</td>
<td>$12,176,231</td>
<td>$4,059,957</td>
<td>33.3%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$500,000</td>
<td>$56,444</td>
<td>11.3%</td>
<td>$275,000</td>
<td>$79,921</td>
<td>29.1%</td>
</tr>
</tbody>
</table>

### Telephones

<table>
<thead>
<tr>
<th>Characters</th>
<th>Budget 2014</th>
<th>YTD Apr-14</th>
<th>% Collected</th>
<th>Budget 2013</th>
<th>YTD Apr-13</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>$1,139,481</td>
<td>$216,082</td>
<td>19.0%</td>
<td>$1,343,388</td>
<td>$335,403</td>
<td>25.0%</td>
</tr>
<tr>
<td>County</td>
<td>$743,481</td>
<td>$180,313</td>
<td>24.3%</td>
<td>$919,920</td>
<td>$362,965</td>
<td>39.5%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$312,000</td>
<td>$19,314</td>
<td>6.2%</td>
<td>$312,000</td>
<td>$38,738</td>
<td>12.4%</td>
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<tr>
<td>Miscellaneous Revenue</td>
<td>$0</td>
<td>$296</td>
<td>0.0%</td>
<td>$0</td>
<td>$0</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Current year revenue*

200 E. Washington Street, Suite 1942         Indianapolis, IN 46204-3327         Phone 317-327-3100
RESOLUTION 14-15

INFORMATION TECHNOLOGY BOARD

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

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

WHEREAS, the IT Board’s written approval is necessary before any subject agency executes a contract for IT goods or services pursuant to Section 281-223 of the Revised Code; and

WHEREAS, the IT Board is authorized by Section 281-212(a)(14) of the Revised Code to delegate any of its functions to the Chief Information Officer (“CIO”); and

WHEREAS, the IT Board has appointed Ms. Beth Howen as the CIO; and

WHEREAS, authorizing the CIO to approve IT contracts executed by the subject agencies will allow ISA to provide a safe and efficient information technology environment for the Enterprise.

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the CIO to approve IT contracts executed by the subject agencies less than One Hundred Thousand Dollars ($100,000.00) without IT Board approval and any contracts equal to or greater than One Hundred Thousand Dollars ($100,000.00) will require IT Board approval.

______________________________
Elizabeth L. White, Chairperson
Information Technology Board

______________________________
Joseph O’Connor, Secretary
Information Technology Board

May 27, 2014
RESOLUTION 14-16

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize the Expenditure for VMware Licenses Purchase & Maintenance

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

WHEREAS, the Information Services Agency ("ISA") has reviewed the business need for the continued use of virtual server licenses and monitoring software and identified an additional need for twelve (12) vSphere licenses and maintenance; and

WHEREAS, ISA is recommending approval of the expenditure for VMware vSphere and vCenter maintenance and the purchase of an additional twelve (12) vSphere licenses and maintenance in an amount not to exceed One Hundred Five Thousand Dollars and Zero Cents ($105,000.00);

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to execute all reasonable and necessary agreements on behalf of ISA for VMware annual vSphere and vCenter maintenance and the purchase of an additional twelve (12) vSphere licenses and maintenance for a total amount not to exceed One Hundred Five Thousand Dollars and Zero Cents ($105,000.00).

_______________________________
Elizabeth L. White, Chairperson
Information Technology Board

_______________________________
Joseph O'Connor, Secretary
Information Technology Board

May 27, 2014
RESOLUTION 14-17

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize the Expenditure for Microsoft Email Migration Services

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

WHEREAS, the Information Services Agency ("ISA") has determined outside services are needed to complete the migration to the Microsoft Office 365 email service; and

WHEREAS, ISA has identified Microsoft Corporation as the best vendor to provide these outside services due to their knowledge and expertise in migration from Microsoft Exchange to Microsoft Office 365 email; and

WHEREAS, Microsoft has granted ISA a one-time credit of One Hundred Forty-Six Thousand, Five Hundred Five Dollars and Zero Cents ($146,505.00) to use towards the email migration project; and

WHEREAS, Microsoft estimated the total cost of the email migration project to be Two Hundred Twenty-Five Thousand, Nine Hundred Ten Dollars and Zero Cents ($225,910.00); and

WHEREAS, ISA, incorporating credits provided by Microsoft, is recommending approval of the expenditure for email migration services in an amount not to exceed Seventy-Nine Thousand, Four Hundred Five Dollars and Zero Cents ($79,405.00); and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to execute all reasonable and necessary agreements on the behalf of ISA with Microsoft Corporation for email migration services for a total amount not to exceed Seventy-Nine Thousand, Four Hundred Five Dollars and Zero Cents ($79,405.00).

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

May 27, 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>03/20/14</td>
<td>ISA</td>
<td>Xenapp Presentation Server License</td>
<td>Citrix</td>
<td>$20,850.00</td>
<td>$20,850.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>03/31/14</td>
<td>ISA</td>
<td>Daeja Viewer</td>
<td>Berkheimer Onesource</td>
<td>$4,208.75</td>
<td>$8,417.50</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>04/02/14</td>
<td>ISA</td>
<td>Kofax Software &amp; Maintenance</td>
<td>Berkheimer Onesource</td>
<td>$30,328.68</td>
<td>$60,062.68</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>04/10/14</td>
<td>IMPD</td>
<td>WINACE</td>
<td>Software Techniques</td>
<td>$11,745.00</td>
<td>$35,235.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>04/17/14</td>
<td>ISA</td>
<td>Bronze level support Syncsort BEX data protection</td>
<td>Catalogic Software</td>
<td>$18,666.00</td>
<td>$18,666.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>04/23/14</td>
<td>ISA</td>
<td>Quest Reporter</td>
<td>DLT Solutions</td>
<td>$6,300.00</td>
<td>$6,300.00</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>04/23/14</td>
<td>ISA</td>
<td>OptiView Network Monitoring Tablet</td>
<td>Matrix Integration</td>
<td>$3,695.00</td>
<td>$3,695.00</td>
<td>ISA</td>
<td>WBE</td>
<td>Maintenance</td>
</tr>
<tr>
<td>05/14/14</td>
<td>ISA</td>
<td>CBM Archives Company</td>
<td>CBM Fingerprint Storage</td>
<td>$59,848.63</td>
<td>$236,597.24</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
<tr>
<td>05/16/14</td>
<td>ISA</td>
<td>IQ Quarum Software maintenance &amp; support</td>
<td>Lockheed Martin</td>
<td>$16,608.30</td>
<td>$48,721.30</td>
<td>ISA</td>
<td>No</td>
<td>License/Support</td>
</tr>
</tbody>
</table>