

# **Information Technology Board Meeting**

**Tuesday, February 19, 2002**

**Room 260 City/County Building**

**10:00 A.M.**

## **1. Minutes**

- Exhibit A - Approval of the January 29, 2002 minutes
- Exhibit B- Approval of the February 11, 2002 minutes

## **2. Status Reports**

- Technology Sourcing Discussion
- Exhibit C - CIO Report
- Exhibit D - ACS Report

## **3. New Business**

- Next scheduled meeting March 19, 2002 room 260

## **4. Adjourn**

**Attachment: Approved Contracts Under \$100,000**

**EXHIBIT A - MINUTES**

**INFORMATION TECHNOLOGY BOARD**

- MEETING DATE:** January 29, 2002
- MEETING LOCATION:** Room 260, City-County Building
- MEMBERS PRESENT:** Paul Ricketts, Marty Womacks, Sarah Taylor, James Payne, Kathy Davis, Robert Turner, and Mike Hinline
- STAFF PRESENT:** Nadeen Biddinger, Diana Turner, Carolyn Schausten, Bruce Turner, Jennifer Ruby, Dave Mockert, Dan Pavey, Beverly Dillon, Bob Geis, Jill Weirick - ISA; Robert Borgmann - Corporation Counsel
- VISITORS:** Lee Curtis, Linda Kelsey, Ron Van Leer, Bill Horan, Mike McKenzie, Jill Stagner, Jerica Coomes, Dave Gumbiner, Alberta Frees, Ron Van Leer, Jim Nelson, Kevin Ortell, Marty Barnes, - ACS; William Moreau - Barnes and Thornburg; Melinda Haag-Justice Agency; Derek Sultette - Baker and Daniels; Kathleen Cain - SchlumbergerSema, Matt McCormack - IMAGIS

Mr. Ricketts called the meeting to order at 9:40 AM.

**Minutes**

Ms. Taylor motioned to approve the December 18, 2001 meeting minutes, Ms. Davis seconded and the motion passed unanimously.

Ms. Taylor motioned to approve the January 18, 2002 meeting minutes, Ms. Womacks seconded and the motion passed unanimously.

**IT Projects**

**Resolution 02-01-Digital Orthophotography**

With ISA now managing the IMAGIS agreement for local government, the contracts for IMAGIS work will require ISA approval. The Digital Orthophotography resolution is for a continuation of the previous contract approved by IMAGIS and the DPW Board for a three-year renewal with GRW. The photography options range from \$133,900 to \$161,525 per year depending on our selection of color or black and white photography. This decision can be made up until the day before the flights start. Costs have increased

slightly from the previous contracted amounts due to our need to improve the quality of the data by having greater overlap to improve final data quality. This will allow more users to benefit from the digital photos.

Judge Payne requested to amend the resolution adding the language, ‘per year’ following the cost. Ms. Taylor motioned to approve resolution 02-01 as amended, Ms. Womacks seconded and the motion passed unanimously.

### **Technology Sourcing Discussion**

Mr. Hine line recapped the previous sourcing discussions for the Board. Mr. Hine line’s recommendation is to use the three one-year extensions of the contract. Utilizing this full extension allows ACS to sustain the current momentum of delivering technology to local government. The loss of momentum is of great concern to Mr. Hine line; it is his basic belief that going into an RFP would prove to be a significant distraction to internal IT staff and to key customer contacts. The team tasked with delivering technology is now poised to focus on projects that could greatly impact our delivery of services and to take the time and efforts to go through an RFP with only the possibility of limited gains would be detrimental to local government in the long run.

In response to Ms. Davis’ question regarding this contract extension and providing web resources, Mr. Hine line stated Mr. Curtis has been bringing in resources to support the specific skill sets to the web needs of the City/County. Under the new agreement, through the applications development pool, there is maximum flexibility to adjust the skill sets to fit the enterprises needs.

Ms. Womacks commented the Auditors office historically has had to find the IT solutions to improve their business needs, and it is her belief the vendor should be familiar enough with departmental systems to recommend ways in which to use technology to achieve a more user-friendly environment.

Mr. Hine line reiterated it is the responsibility of ISA staff to utilize the vendor to assist in gathering the IT solutions and recommendations to help determine the needs of the customer. Mr. Ricketts would like to see the leadership more clearly defined in the future.

### **ACS Presentation**

Mr. McKenzie is the Senior Vice President of ACS and Managing Director of the Information Management Solutions Division. Mr. McKenzie distributed a PowerPoint slide handout and presented information about ACS and the services they provide to commercial businesses.

Judge Payne asked Mr. McKenzie if he believed that ACS has the ability to carry out both the “lights on” and “forward thinking” visions. Mr. McKenzie replied ACS has made a career in the “lights on” delivery of outsourcing with significant demonstrated

results for their clients. ACS is also a proven company in delivering dedicated service and has the capability to bring in experts to supplement local staff in order to achieve the “forward thinking” visions. Mr. Hine line stated the existing contract as amended does not provide significant funding to carry out the visions, but does provide the ability to redirect resources to achieve what can be accomplished.

Mr. Ricketts asked Mr. McKenzie if he believes ACS is going to be a leader and make recommendations or if ACS is going to be a resource and let ISA be the leader. Mr. McKenzie feels the amendment is designed for them to be the resource to advise ISA on technology.

Ms. Womacks voiced her concern with the projected costs listed on the option analysis handout. Mr. Hine line explained ACS was asked to look for any additional cost savings in the 3-year extension and they were able to provide an additional 1.1% savings amounting to approximately \$600,000. ACS also spread the cost differently over the duration of the contract, helping to reduce the impact on budgets for 2003.

Ms. Womacks indicated she felt the Council should be informed on the details of the recommendation and associated costs. Mr. Hine line stated he had sent a letter to many members of the council and has talked with several councilors. Mr. Hine line was asked about the belief that this pricing is a fair deal for local government. Mr. Hine line stated that he and his staff have done due diligence research to establish this. It appears that this level of cost is still to our benefit. We will see some increase for even extending the contract without any changes due to the vendor quote delivered on the analysis sheet. Mr. Hine line stated it is a challenge to explain a recommendation based on estimated costs. The only way to obtain exact numbers is to do a full RFP, which has additional costs and risks. Ms. Davis indicated there might be benefits in exploring other options through an RFP. She voiced her concern and stated she remains in a dilemma. Ms. Womacks concurred with Ms. Davis’ concern.

Mr. Hine line said based on conversations with outside resources, he believes ISA has a good deal of material gathered to begin work on an RFP, but not enough of a head start to complete the RFP in less than eight to twelve months. An RFP for the City/County’s scale would cost between \$600,000 and \$800,000 just to gather the information and hire outside resources to develop the full RFP document and perform any evaluation. This amount does not include any additional legal services to assist ISA’s legal counsel. Mr. Hine line stated again that his biggest concern of an RFP is the loss of momentum within local government. This was experienced in the last RFP process and should not be dismissed. This can cost up to a two-year slow down of attention to new projects while everyone is looking at the RFP. The two-year period includes RFP development, publishing, evaluation, contract negotiation and award, and transition periods between contracts.

Ms. Davis requested the Board have another meeting before the next regular meeting to discuss the contract further. Dates and times for this meeting will be forwarded to the Board as soon as they can be established and a room identified.

The Board discussed rescheduling the February 19<sup>th</sup> regular meeting. Any changes to the date will be determined later.

**Adjourn**

Mr. Ricketts adjourned the meeting at 11:40 AM.

Respectfully Submitted,

Carolyn Schausten

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**EXHIBIT B - MINUTES**

**INFORMATION TECHNOLOGY BOARD**

- MEETING DATE:** February 11, 2002
- MEETING LOCATION:** Room 260, City-County Building
- MEMBERS PRESENT:** Marty Womacks, Sarah Taylor, Kathy Davis, Dr. Georgia Miller, Robert Turner, and Mike Hinline
- STAFF PRESENT:** Nadeen Biddinger, Diana Turner, Carolyn Schausten, Bruce Turner, Jennifer Ruby, Dave Mockert, Dan Pavey, Beverly Dillon, Bob Geis, Jim Ruddell, Jill Weirick - ISA; Robert Borgmann - Corporation Counsel; Lee Curtis, Linda Kelsey, Ron Van Leer, Bill Horan, Dave Gumbiner, Kevin Ortell - ACS
- VISITORS:** Wayne Simpson - Parks; Joe Finch - IPD; Steve Buckley - Gartner

Ms. Womacks, in the absence of Mr. Ricketts, called the meeting to order at 2:10 PM.

**Gartner Presentation**

Mr. Hinline introduced Steve Buckley, Vice President of Gartner Group. Mr. Buckley has been an integral player in the contract renewal process since last fall. Mr. Hinline stated that he has received valuable assistance and support through the assistance and counsel from Mr. Buckley. Mr. Hinline asked Mr. Buckley to come in and address the Board today. Mr. Buckley made a presentation to the Board. A document was distributed to the Board summarizing the work ISA, ACS and Gartner have done in the renegotiations.

Overall objectives for the process included improving service, optimizing value, and leveraging the re-negotiation or competitive bid process to provide access to new technologies and solutions available in the marketplace.

Issues identified as part of the objectives included simplifying service levels, resolving application development FTE management, clarifying inventory asset management and baselines, establishing cost saving objectives and incentives as well as several other items.

Mr. Buckley stated a common issue found by Gartner with other outsourcing contracts is that the recipients feel it has not brought technology innovation or process improvement to evolve the customers' enterprise. A Gartner survey also shows that almost half of the

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outsourcing clients have been involved in renegotiations. Most contracts now include a built in renegotiation clause on an annual basis. Re-evaluation of the original contract is expected at some time during the term.

In response to Ms. Davis' question regarding when to go back to the market for an RFP, Mr. Buckley replied currently, there is not a significant amount of research in this area of outsourcing, due to the relatively new nature of this market. Indianapolis was one of the leaders in taking their IT business outside. He stated that most agencies will go through the full term of the agreement before making an informed decision. He felt that, using his personal knowledge, many renew the agreements when they are comfortable with the services being supplied by their vendor. Some do go to RFP, also.

Mr. Buckley discussed the cost trends in the marketplace through 2005 for various IT service categories. He noted that one area growing substantially is for external IT services like our sourcing contract that is in place today. This is definitely the direction more and more government entities are moving towards. The Gartner graph showed that contracts for external services will surpass the expenditures for internal IT services.

Ms. Womacks asked if the escalation in cost was unusual. She believes if the City/County is spending more in IT outsourcing, then savings should be seen elsewhere. Mr. Buckley stated IT should be an enabler in improvements in the organization. Using IT as the enabler means focusing on using IT to improve operations, such as permit tracking systems etc. Once the operations have been improved, reducing overall costs can be evaluated. It is the agency's responsibility to set objectives and evaluate the expected return from the agreement. He stated this has not always been an area that government is good at following up. Systems may be installed but the follow up to be sure savings were delivered doesn't always occur.

Ms. Taylor commented that in the past, the City/County thought they were being sold a vision. Mr. Buckley explained it is a mistake for an agency to assume the IT visioning and leadership can be outsourced. Ultimate responsibility resides with the agencies for visioning, strategies, and deployment of dollars spent. Agencies can expect to have a good partner to help in that responsibility, but ultimately it is the agencies responsibility to decide what makes sense for them.

The primary goal in renegotiating and restructuring the current contract is to realign the customer/vendor relationship. If a new vendor were brought in as the provider, the whole process of reestablishing the relationship would need to be done.

Ms. Davis asked how the match was between amendment 59 and the realignment of the customer/vendor relationship. Mr. Buckley stated the amendment offers a solid foundation in renewed relationships. He believes the issues were properly prioritized and addressed in the proposed amendment.

Ms. Davis inquired how different an RFP would look if a whole set of new goals were established. Mr. Buckley replied the overall essence of the current contract is on a

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facilities management type agreement. In order to have more than facilities management in an RFP, the City/County needs to determine where the enterprise wants to be with IT in the future. In the first discussions concerning the contract, questions revolved around where the City/County expected to be in the next 6-12 months and if those improvements required significant expenditures. In the discussion it was determined the City/County is not firm on its future IT needs. If the answers were more positive, it would have been beneficial to go out to market, but based on the uncertainty, the best solution is to recommend extending the contract to allow time to identify and prioritize the City/County's IT needs. Determining these needs will allow for a better position to get the leverage needed with the market. Currently, if the City/County were to go out to RFP, the only thing the City/County would be offered is a facilities management relationship. The RFP would probably not attract big innovators to the City/County's procurement offering or result in any significant price savings.

Dr. Miller asked if there were best practice comparisons to the current trajectory costs of IT and on average how long it would take to establish a vision. Mr. Buckley stated the vision process averages six months, but if the process includes going out for RFP, it becomes a 12-month process. In response to the projected costs, Mr. Buckley believes the City/County is within normal range of other competitive vendors and perhaps slightly below.

The overall contract objectives were reviewed concluding Mr. Buckley's presentation to the Board.

### **Lee Curtis**

Mr. Curtis stated his perspective of the renegotiation. He believes the amendment has been structured to reflect the improvements needed in IT from ACS. He stressed the Technical Architect position will help to initiate dialog between the customer and the vendor to help achieve the IT needs of the enterprise. He also feels the changes in the service levels presented in the amendment have improved immensely, are measurable, understandable and can be attained.

The relationship ACS has with ISA, departments, and agencies within the City/County comes from hard work. Through all the discussions, disagreements, and compromises, the end result is always the best solution for the City/County. Mr. Curtis is certain the team spirit has been the key to ACS' and the City/County's successes together. ACS is willing to work together with ISA, the Business Consultants and departments to find answers and research alternatives to IT needs and feed those back to each department.

Mr. Curtis stated ACS and the City/County are fortunate to have some of the finest most, dedicated IT professionals in the Indianapolis area, and ACS will continue to provide quality individuals while contracted with the City/County.

Mr. Curtis' final thought about momentum and ACS was this:

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“We have all worked very hard to do a good job and I believe I speak for my entire staff when I say we are dedicated to the City/County in all that we do. We are certainly loyal to ACS, but we are very loyal to the City/County also. This is our business and we are proud to provide services to the City/County. Someone said recently in one of our discussions, that the only reason our services have improved over the last two years is because we wanted to renew the contract. Yes, we want to extend the contract very much, however, I also want to go on the record and say to you that IT service is our business. As an organization, we are really proud of our expertise and I think most of us really like what we do, and we do sometimes make mistakes and don’t live up to your expectations and I am sorry. But we are rewarded on the other side of the coin when my staff can help you solve your business problem and get the job done. We haven’t done anything special because of the extension or to gain the extension, we’ve been doing our job. Has service gotten better? Absolutely. Will it get better in the future? I really hope so, and speaking for ACS, we want to be a part of it.”

**Adjourn**

Ms. Womacks adjourned the meeting at 3:47 P.M.

Respectfully submitted,

Carolyn Schausten

## **EXHIBIT C – CIO Report**

January 2002

### **Project Highlights**

- ❑ Enterprise Document Management Pilot Project: The Marion County Assessor's portion of the pilot is divided into three functional areas. The Appeals Process has been completed and Assessor staff is currently doing some backfile conversion from the paper files. ACS is currently working on a problem along with OTG and Kofax. Periodically, one or the other of the scanning PCs cannot release a batch of documents after they have been scanned. It requires us to uninstall and reinstall the software and then establish and release the batch to clear the problem. Resolving this problem is the number one priority. Inheritance tax is set up and ready for user testing. Exemptions are 75% completed and should be ready for user training and testing in the next couple of days. A meeting has been scheduled with the Marion County Auditor's Office to prioritize the list of 19 documents to be implemented. In a prior meeting, Mortgage Deductions was identified as the top priority with an objective of a March 1 implementation.
- ❑ The Court's rollout of 450+ PC's and the coordination between ACS purchasing, the Dell manufacturer, and IBM leasing as well as identifying a staging area and disposal areas within the City-County Building, has been challenging, but seems to be moving smoothly and will be implemented in the February-March timeframe.
- ❑ The Dell Employee Purchase Program continues to be popular with everyone and has been extended indefinitely.

### **Planning Division Highlights**

- ❑ The Clerk's Office has been working with a Senior Planner on a Business Continuity Plan to be able to print Child Support checks in the event of a disaster. All parties are currently researching options for providing the resources on eight different scenarios.
- ❑ The functional teams are continuing to meet and regular meetings have now been scheduled at least quarterly for the remainder of the year. There should be two new IT Team members at the next meeting as a result of the restructuring.

- ❑ The Community Development Financial Services Quarterly Report Project has been undergoing extensive revisions and we are working with ACS to facilitate implementation and completion for their business deadlines.

### **Telecommunications Division Highlights**

- ❖ The IVR changes for the Tidemark upgrade in January were completed smoothly.
- ❖ Accomplished first move of staff to temporary area at 604 N Sherman location for DMD and DPW.
- ❖ Completed installation of Park Ranger station to new phone system. Move had been held up by lack of frame circuit.
- ❖ Upgraded software patches on 27 R300 switches and 26 IP600 switches.

### **Administration Division Highlights**

- City and County departments were offered assistance by ISA to authenticate their PC inventory accuracy. There are still a large number of departments who have not completed their review to help make the ACS inventory complete.

### **Internet Division Highlights**

- ❑ The Online Event Calendar is complete and is a great way to track scheduled Boards and meetings. A good example has been deployed for the Council with the monthly Council meetings and committee meetings appearing together in an integrated fashion.
- ❑ The Ameritech Online white pages for Intranet use is 50% completed
- ❑ The Township Assessor's Web Site redesign is 80% complete.
- ❑ The County's online resume submittal form is 75% complete.
- ❑ Online Applicant Screening form for IPD is 75% complete.
- ❑ Many other projects in process as well as ongoing review of all Application Development projects for internet consideration.

### **GIS Division Highlights**

- ✓ With the new ArcIMS deployment, new applications that are now available on-line include the Law Enforcement Incident Viewer and Wellfield Locator. Applications in the development stage include the Neighborhood Application, a Parks application, the Zoning information browser and an updated Polling Place Locator.
- ✓ A pilot project is ongoing to collect data for determining the benefits a full-scale solution would provide for Solid Waste Operations.

## CIO Comments

IT Board Members,

January has been a month of continued activities after the holidays. We are pleased to announce that the complete IT governance organization is back functioning after a period of dormancy. All of the IT Functional Groups have met in January, with some having already had two meetings. Our next IT Team meeting will have 2 new representatives from the two new Functional Teams approved last year as well as newly elected members from the existing Teams. This is a great move forward for all of us. We have also been holding training sessions with the Teams regarding our prioritization process for projects. We have developed a numeric points process that assists us in assessing a project's relative value to the environment. This will assist all of us when faced with deciding where to apply limited resources.

We supported several large moves of staff and facilities this month. Additionally, we started the deployment of the new version of GroupWise, our email system. It is nice to see results from strategies and directions started over a year ago. This rollout of a new service client to 4,000+ users will be able to be accomplished in a significantly shorter timeframe using our automated launch capabilities. While we are going slowly at first to be sure customers are not seeing problems, we have already seen that we can accelerate the rollout. This strategy was started with the projects to merge the multiple network trees into a single instance and the move of getting all users to GroupWise 5.1. These projects that took significant time are now paying dividends in our ability to quickly provide improved services.

Work has been heavily underway preparing for our next budget development cycle. We are working diligently to have our form on the Web for online completion to make it easier for our customers and also to speed up our processing of the information. Our goal is to be able to deliver feedback to the Auditor and Controller staff much more quickly.

Dave Mockert and I have been working on a strategy for providing support for the GIS arena as we move into 2003. The current agreement with

SchlumbergerSema ends at the end of this year. We do not believe a renewal in its present form is applicable. We will present a strategy and our recommended steps to you shortly.

My focus this month has been almost exclusively on the contract amendment. With multiple public meetings and continued conversations with customers, ACS and Board members, I think we are making progress towards a resolution. I am looking forward to your direction as to how to proceed.

Sincerely,

Mike Hinline



# INFORMATION TECHNOLOGY MONTHLY STATUS REPORT

January 2002



## ADMINISTRATION

As reported in previous versions of this document, the Help Desk area has undergone several process and organizational changes in an attempt to improve problem response service levels as well as other areas of customer support. We are pleased to report that for the month of January 2002, all problem response and resolution service levels were met or exceeded. We expect this performance to continue to improve or at a minimum, be sustained above the targeted levels.

In other areas, ACS management has focused much attention on the applications development area over the past several months. New processes and reporting capabilities have been and continue to be implemented to help identify and qualify application development projects and maintenance activities. Improvements to the weekly project status report published on the Intranet have been incorporated and several other monthly and weekly reports are being delivered to ISA to facilitate service request tracking and productivity measurement. Next steps in our improvement process include a technical evaluation of every project in the work queue, review of deliverables, resource assignments and customer expectation/satisfaction.

Customer service response cards for January:

Cards distributed – 991

Cards returned – 166

Percent response – 16.8%

Averages:

2.99 – Assistance Received

2.93 – Timely Service

2.99 – Friendly & Helpful

## ACCOMPLISHMENTS AND OTHER POINTS OF INTEREST

### Business Support Services

Calls offered at Helpdesk (24X7) = 6047

Calls answered by daytime Helpdesk = 4973

Calls presented to nighttime Helpdesk = 809

Calls abandoned by daytime Helpdesk = 265

Problem calls received = 1266

Quick calls received = 4322

Security Changes received = 125

Security Deletes received = 79

Security New received = 993

Service Request received = 366

Problem calls closed = 1115 (all ACS groups)

Security Changes closed = 116

Security Deletes closed = 77

Security New closed = 981

Service Requests closed = 207 (all ACS groups)

- **Inheritance Tax**

The Inheritance Tax project was approved and signed off by the Client on January 23, 2002. The Barrett Law Enhancement project has been turned over to the Client on January 31, 2002 for User Acceptance Testing.

- **Tidemark Permit Plan V2.6.1 Upgrade**

On January 14, 2002 the Tidemark Permit Plan V2.6.1 Upgrade was successfully launched to over three hundred users at fourteen sites. The M-Track InspecTrack mobile inspection system was also upgraded to preserve its integration with Tidemark for over forty inspectors at the Sherman site. In addition, upgraded integration was successfully implemented for Tidemark's communication with the Permits Inspection Interactive Voice Response (IVR), the GIS link to ArcView, the Master Address Database, CivicNet Online Permitting, the Development Monitoring Census Application, [indygov.org/Permit\\_Research](http://indygov.org/Permit_Research) and [indygov.org/Special\\_Events](http://indygov.org/Special_Events). The intense coordination and communication efforts among the entire project team, from database to development to testing to training, were key to the success of this project. With the Tidemark V2.6.1 upgrade in place, the Department of Metropolitan Development Division of Permits has positioned themselves to move forward toward wireless communications with the M-Track InspecTrack system.

- **Document Imaging and Management**

ACS, ISA and the County Assessor's Office have successfully implemented the Appeals Application for the Document Management project. Additionally, the staff in the Inheritance Tax Division is testing their application.

## Technical Services

- **MCSO Crime Prevention**

The MCSO moved its Crime Prevention offices to 6771 E Washington. This required a new DS1 circuit and new network equipment to be installed as well as the relocation of desktop computers and printers.

- **Eagle Creek Ranger Station**

A new DS1 circuit with Voice over IP capability was installed in January. Additional cabling for computers and printers was also installed along with a new switch and router. This provides a more efficient means of communicating with the City/County network as well as greater voice capabilities.

- **IFD GroupWise**

A total of 792 IFD users were added to the GroupWise directory. All of IFD users now have access to GroupWise. Through GroupWise, these users can now easily communicate with the rest of the City/County community.

- **WAN Upgrades**

The Operating Systems (IOS) on the core routers were upgraded and the remote access server received a memory and Operating System (IOS) upgrade. We also continued with Operating System upgrades on remote routers. These Operating System upgrades are being performed to apply fixes for known problems with previous versions of code, to enhance security features, to provide support for

emerging technologies and to provide overall stability and efficiency of the routing hardware.

- **Firewall/DMZ**

Two new Nokia IP530 appliances were installed, replacing the old firewall and creating a DMZ (Public Access Area). The new firewall and creation of a Public Access Area provides greater security from outside attacks on the City/County network through the Internet.

- **Datacom 9.0 and CICS Services 2.6**

Datacom 9.0 and CICS Services 2.6 fixes were installed in January, for the purpose of keeping our Datacom and CICS regions up-to-date and providing better stability in those environments.

## **MAJOR PROJECT HIGHLIGHTS**

### **Business Support Services**

**Project Name:** Barrett Law Enhancements

**Department/Agency:** City Controller

**Brief Project Description:** Barrett Law Funding for Counties and Municipalities is Indiana law that allows local government to fund public improvement projects by assessing the property owners affected by the project. The Controller's Office of the City of Indianapolis manages the program with a Microsoft Access database. The database records data about the projects, property owners, parcels, billings and payments.

**Activities over the past month:** The Client signed the turnover document for User Acceptance Testing on January 31, 2002.

**Anticipated activities next month:** Assist the Client in User Acceptance Testing and resolve any issues as they are identified.

**Project Name:** CAMA

**Department/Agency:** Township Assessors and MC Assessor

**Brief Project Description:** The purpose of this project is to implement the new State Property re-assessment guidelines as passed by the State of Indiana. This required major changes to the Marion County CAMA Property System as well as a significant impact to the way the Township Assessors re-assessed property in their jurisdictions.

**Activities over the past month:** All online sub-projects are completed as defined and are being tested by the Client. Research on the batch processing is still in progress and the programs are being modified as they are defined. There are some requirements still being defined by the State and applications will be modified and implemented as they are determined. The schedule to move the CAMA system into production has been delayed by the Township Assessors until March due to the uncertainty of the State implementation schedule. This does not affect the rollover schedule of the 2001 roll values that are turned over to the Auditor. The rollover for CAMA was completed over the weekend of Feb. 2<sup>nd</sup> with no major problems and Property is scheduled for next weekend, Feb. 9<sup>th</sup>.

**Anticipated activities next month:** Support Client testing and resolve any issues as they are defined. Continue to identify batch program changes that are needed and modify the batch programs as changes are identified.

**Project Name:** Online Deduction Forms on the Internet

**Department/Agency:** Marion County Auditor

**Brief Project Description:** The purpose of this project is provide the public the ability to apply for various deductions by filling out the proper forms on the Internet and submit the filled out form directly to the Auditor's Office via GroupWise email.

**Activities over the past month:** The ISA Internet Group is using Adobe Acrobat application to build the forms and allow interactive insertion of data fields. The Client is still reviewing the issue of the legal validity of the e-signature and the proper wording of the e-signature disclosure. Ahmed Soliman and Randolph Rife are waiting for approval of the screen definitions and data field attributes that has been submitted to the Client.

**Anticipated activities next month:** This project will be implemented when the screen layouts and data field attributes are approved by the Client.

**Project Name:** Focus Alternative Analysis

**Department/Agency:** Marion County Auditor

**Brief Project Description:** The purpose of this project is to research other products that can be implemented that will replace the Focus Application with the same functionality.

**Activities over the past month:** Alberta Frees has been researching alternative software products on the Internet as well as checking out WebFocus which is the web version of Focus. Alberta has also contacted ACS corporate personnel for assistance in locating other similar products to aid research. Sanjay Wadhwa is also researching a product by DirectData.

**Anticipated activities next month:** Continue research of similar software products to Focus that will work in our environment.

**Project Name:** Mobile Home Application

**Department/Agency:** Treasurer

**Brief Project Description:** This project will create a database to track Mobile Home Permits for the Treasurer's Office. Currently this is a manual process.

**Activities over the past month:** A meeting was held with the Treasurer's Office to define the scope of this project. Alberta Frees is in the process of creating the Statement of Work.

**Anticipated activities next month:** A Statement of Work will be created and proper signatures will be obtained. After approval to proceed a Project Definition will be written.

**Project Name:** Personnel Action Request

**Department/Agency:** City Human Resources

**Brief Project Description-** This project is for Human Resources for a software solution to meet the Personnel Action Request (PAR) processing.

**Activities over the past month:** As of 12/6/01, the PAR team, consisting of members from many departments, finalized a proposed solution to the heavy paper process. Collin Kebo, Human Resource Administrator, and Todd Tande, Chief Finance Officer, Department of Public Safety, are preparing to present this solution to

the Information Technology (IT) Team Meeting in February, 2002. Michael has performed research on tools that may assist in the improvement of the PAR process. GEAC provided a demonstration with the PAR team on January 16, 2002 to review GEAC's current line of tools that may resolve the PAR issues. The tools meet the requirements of the PAR process and Michael has requested a quote from GEAC for the Position Control module and Active Client GUI.

**Anticipated activities next month:** Once Michael receives the quote, the PAR team will meet in mid-February for review of this option and adapt the final recommendation as based on the team's decision.

**Project Name:** Streaming Video

**Department/Agency:** ISA/Cable Agency

**Brief Project Description-** This project is for the Cable Agency for a solution to integrate streaming video services within the Cable Agency.

**Activities over the past month:** Michael Nadeau spent late December and early January reviewing this information and narrowing vendors for further demonstrations. Feedback from the City of Portland provided a solution for approximately \$13,000 for equipment. This includes 2 encoders needed to capture live feeds and for use of archived feeds. Software costs estimated at \$17,000. Michael and Paul Kelsey, ACS Senior Systems Programmed, met with Steve Overton, SWC, Inc., on Friday, 02/01/02, to review their streaming video solution, Vbrick technology. From this meeting, we isolated several questions pertaining to live media and archived media as it pertains to access from external people.

**Anticipated activities next month:** We will document further questions during the week of 02/04/02 and present them to Steve Overton on his return in mid-February. At this time Steve will offer a live presentation of the product in the Cable Agency.

**Project Name:** Tidemark/M-Track V2.6.1 Upgrade

**Department/Agency:** Department of Metropolitan Development/Division of Permits

**Brief Project Description:** The Division of Permits has elected to upgrade to V2.6.1 and, therefore, upgrade M-Track InspecTrack to V2.6.1 as well, which is required by Tidemark Advantage V2.6.1.

**Current Project Phase:** Phase II – Functional Specifications

**Activities over the past month:**

We've moved into Phase II in order to complete the screen additions and changes that were delayed until after implementation of the V2.6.1 Tidemark application. The Division of Permits is verifying the Functional Specifications, previously approved for the screens, prior to moving into development.

**Anticipated activities next month:**

Tidemark Permit Plan V2.6.1 application and M-Track InspecTrack will progress into routine maintenance mode.

**Project Name:** FileNet Capture Project for the Division of Planning

**Department/Agency:** Department of Metropolitan Development/Division of Permits

**Brief Project Description:** This project is being conducted and managed by SchlumbergerSema. ACS is a participating resource to support FileNet. ACS will assist in the implementation of the FileNet Capture module for the Division of Planning which will enable them to produce onsite 'FileNet ready' scanned files for

the majority of their records. The benefit is the enhanced ability to share data (in a consistent platform and process) with Permits.

**Activities over the past month:** Hardware Evaluation was completed on 1/18/2002. Results recommended that Planning upgrade their machines, which will be running FileNet Capture, to a minimum of 512mb ram. In addition, it was determined that Pixel Translation software will be required to support desktop scanners and FileNet Capture. Bernie Kunard researched and secured a quote on the required pixel translators and submitted to Kathleen Cain of SchlumbergerSema.

Scheduled sniffer testing for 3/4/2002 and 3/25/2002 to test the initial and final phases of the FileNet Capture prior to implementation. Each test will be allowed twelve hours effort to allow complete testing as well as results report.

**Anticipated activities next month:** Continue FileNet system administration and desktop support as required. Verify FileNet's support of imaged installations. Review of and response to scanning process workshop results. Setup and installation of FileNet Capture in test environment.

**Project Name:** Dell Computer Rollout

**Department/Agency:** Marion County Superior Courts

**Brief Project Description:** The Marion Superior Courts will be leasing 457 Dell Computer systems to replace existing systems, add PC technology to the Courtrooms and Hearing Rooms, and add Digital Recording technology.

**Activities over the past month:** Jill Stagner, with the assistance of Kevin Ortell negotiated with Bell Industries on the costs associated with installation and configuration of the 457 new PC's, plus removal of the old PC's, cleaning of the hard drives, and storage. Jill completed a tentative rollout plan, but there were still issues to work out such as the operating system to be installed, antivirus protection, and data backup. Several meetings were held to discuss these issues. PC hardware and software was ordered. Testing of Windows XP continued throughout the month and issues/problems were identified. Cheryl Adair has begun visiting PC's, documenting IP's, and moving user's data to their home directories. Cheryl has also had success with testing WordPerfect 5.1 conversion of transcripts. Jill has completed the project plan and presented it to ACS management.

**Anticipated activities next month:** Complete testing of Courts applications with Windows XP operating system. Determine operating system and present Statement of Work to client. Continue testing of WordPerfect conversion. Work with Bell Industries to finalize rollout plan. Meet with Court Administrator to give an update on Windows XP testing and issues/concerns identified. Complete creation of images for both Windows XP and Windows 2000 operating systems and deliver to Dell to begin PC configuration. Meet with Building Authority and Clawson's to discuss status of wiring. Finalize plan with Court Administrator.

**Project Name:** Online Time Information System

**Department/Agency:** Marion County Superior Courts

**Brief Project Description:** Create Web-based time-keeping system that will allow Court employees to submit their time sheets and review benefit information via the Intranet.

**Activities over the month:** Phase I of development began. Kelly Kautsky completed the majority of the Access development and held a meeting with Lisa Staples and Paige Blaiske to demonstrate administration of the system.

**Anticipated activities next month:** Complete Phase I development and begin Phase II development. Continue to meet with the Client bi-weekly to give status updates.

**Project Name:** Records Management Database

**Department/Agency:** Marion County Clerk

**Brief Project Description:** Create a Web-based database for City/County personnel and the public to access court records.

**Activities over the past month:** Enhancements were identified by the Client and the Client requested that the product not be put into production until the enhancements were completed. A change form was presented to Client for Enhancements on 1/24/02. The Client approved the changes and development began immediately. Enhancements were completed the last week of January 2002, and the application will be presented to the client for testing the first week of February 2002.

**Anticipated activities next month:** Complete user test plan and documentation. Complete UAT. Put application into production.

**Project Name:** Enhancements to Online Election Results

**Department/Agency:** Marion County Clerk/Election Board

**Brief Project Description:** Enhancements to the existing Election Results Website to expand report generation criteria, and make the system user-friendlier for public access.

**Activities over the past month:** Functional specifications were approved and signed by the Client on 1/9/02. Development completed and presented to Client for UAT.

**Anticipated activities next month:** Get feedback from Client on testing of application.

**Project Name:** Prom and Trac

**Department/Agency:** Prosecutor

**Brief Project Description:** This project involves extracting pre-JUSTIS data from a legacy system, reformatting it and placing it on another form of media for viewing by the Prosecutor's and Court's staff.

**Current Project Phase:** Development

**Activities over the past month:** Identified all data fields from Promis data extraction, met with ACS Technical Services to discuss data storage and continued programming for Trac data extraction.

**Anticipated activities next month:** Compile production Promis data CD and load to IMCFNW7 server for Prosecutor staff. Meet with Court's staff to determine required Trac data fields.

**Project Name:** Narcotics Inventory

**Department/Agency:** Marion County Sheriff

**Brief Project Description:** MS Access database replacing legacy system to support tracking of MCSO Narcotics.

**Activities over the past month:** Converted legacy data and ran second iteration to correct one data field.

**Anticipated activities next month:** Meet with Captain Mark Hauser to review application and request acknowledgement of project completion.

**Project Name:** Document Imaging Pilot Project

**Department/Agency:** County Assessor and Auditor

**Brief Project Description:** Implementation of OTG and Kofax software as a pilot project for Enterprise Document Management

**Activities over the past month:** Completed implementation of Appeals in the Assessor's office. The staff is scanning documents related to appeals in a production environment. Documented requirements for Inheritance Tax and Exemption applications and received approval to proceed from County Assessor. Inheritance Tax application is currently in user testing. Development of the Exemption application is in progress. Drafted requirements document for the Auditor's Real Estate Division and set review meeting with the staff.

**Anticipated activities next month:** Complete Exemption application, train staff and support user testing activities for both Exemptions and Inheritance Tax. Set meeting with Lawrence Township to begin document retrieval and revision via WebXtender program. Finalize requirements for the Auditor's pilot project and prioritize documents to be implemented.

**Project Name:** Request for Qualification (RFQ)

**Department/Agency:** Department of Public Works

**Brief Project Description:** This application has two interfaces -the user interface and the administrative interface. The user interface will be a rewrite of an existing Livewire application that has limited features and functionality. The rewrite will allow the database administrators to upgrade the database to the latest release of Oracle. The administrative interface will allow the DPW staff to enter information for a specific RFQ and maintain the business functionality for each RFQ.

**Activities over the past month:**

The user requested an extension for user acceptance testing. They did not feel they had enough time to properly test the application.

**Anticipated activities next two weeks:**

Continue testing with the client and make modifications and fixes as they are identified. Roll the accepted application to production.

**Project Name:** Community Development Financial Services (CDFS) application

**Department/Agency:** Department of Metropolitan Development

**Brief Project Description:** The Dept. of Metropolitan Development (DMD) needs to monitor and track funds, projects, units, contractors, and activities for all neighborhood redevelopment in Marion County using Federal HUD (Housing and Urban Development) funding among others

**Activities over the past month:** Development continues. The client has access to the application on the test server.

**Anticipated activities next month:** User acceptance testing will continue. Implementation is scheduled for the week of 2/11/02.

## **Desktop Projects**

- **MCS D Relocation**

ACS personnel are working with MCS D in a project that has the Ft. Harrison location moving to 6700 E. Washington. This unit is still awaiting delivery of furniture, at which time ACS may be asked to assist in moving the PC equipment.

- **Windows 2000 in Probation**

Marion County Adult Probation is in the process of testing Win2000 with Informs and other applications currently used by their department. So far testing has gone well and using the Win2000 operating system has solved a lot of the issues with the faster machines and Informs. However, Adult Probation is also a heavy user of the IPD case search application and this is not currently available for Win2000. In testing Win2000 with their applications the customer has asked about the Public version of Case Search and Win2000. Jerica Coomes has taken this to IPD; she was told that they do not plan to make Case Search available for Win2000 since they would like the standard to be XP. The Probation department has been informed.

- **Jail Modifications**

MCSO is examining options to redesign the entrance to the lobby of the jail at 40 S. Alabama to enhance security. There are currently two floor plans, and ACS is in the process of providing budgetary estimates for running six network connections to fit the proposed optional floor plans.

### **Technical Services**

- **GroupWise 6 Upgrade**

Testing of the newest version of GroupWise took place through January. All of the GroupWise 5.2 post-offices, domains and gateways were upgraded to GroupWise 6.0. The upgrade provides enhanced calendar functions, wireless capabilities such as cell phones and PDAs. There are enhanced functions through Web access such as Spell-Check ability, proxy access and the ability to perform functions en masse as opposed to one item at a time.

- **Coroner Office move**

The internal wiring at the new location is now complete. Fiber connection to the City's fiber is to begin on February 5<sup>th</sup> and the Coroner is planning on moving in to the new location on February 8<sup>th</sup>. The move to a different location allows for more space for the coroner as well as centralization of operations with the morgue also moving into the new facility. With the fiber connection to the City/County network, the connection speed will also be improved.

- **3174 Controller Consolidation**

In an effort to remove obsolete hardware and increase available floor space for future growth of the enterprise, four controllers were removed from the Computer Room environment. Initially there were 28 (of a total of 36) controllers targeted for removal. The four controllers removed this weekend move us to a total of 13 removed so far. There are 15 additional controllers to be removed.

## **PLANNED ACTIVITIES FOR FEBRUARY**

### **Business Support Services**

Applications development projects and support activities will continue in February as planned and described above. Database administration planned activities are listed below:

- Create a new Database Instance for the new Web based OTIS Time Tracking system for the courts.
- Complete the design review of the OTIS time tracking system and setup the production database.
- Upgrade the Probation Informs database from Oracle version 7.3.4 to version 8.1.7.
- Assist Cindy Reese with the upgrade to the Heat Helpdesk system.
- Test the new Oracle client on XP and Win2000. Work with the LAN group to setup launches of the Oracle client to assist the Desktop group with their rollouts of new machines.
- Review tools for providing better monitoring of the Oracle databases and capacity planning.
- Install Oracle 8.1.7 (8i) software on Alpha3 Production server.

### **Technical Services**

- The GroupWise 6.0 upgrade will be rolled out to the desktops beginning on February 4<sup>th</sup> and will continue through mid-April.
- Remodel of the RCA building at 604 N Sherman will continue for the next few months. The Gigaman circuit is expected to be activated by March 15<sup>th</sup>. This circuit is for handling the additional bandwidth requirements due to relocation of users from the City/County building to the RCA building. The DS1 redundant circuit is to be activated by February 5<sup>th</sup>.
- Continue with WAN upgrades at remote locations. Equipment for remote site locations has been received and deployment will commence mid-February. Memory upgrades for remaining remote routers will begin February 4<sup>th</sup>.
- Deployment of the NDS (Novell Directory Services) e-directory is to take place in February. The new service provides enhanced web capabilities for the City/County network.
- Develop a plan for the roll out to desktops of the new Norton Anti-virus desktop solution that will help prevent the corruption of users' files and data.
- Continue with planning, obtaining estimates, etc., for the relocation of offices for the Coroner's Office, the Family Advocacy Center, DPW Customer Service, Mayor's Action Center and Prosecutor's offices.



- The Systems team is in the process of implementing a test version of a TCP/IP monitor, allowing the MVS/Communications staff to monitor TCP/IP stacks and will also improve service level reporting capabilities.

## **PROBLEMS OR ISSUES**

- ACS technical personnel are having increasing desktop problems due to the proliferation of different operating systems to the desktops. The City/County has been primarily a Windows 95 and 98 environment with a few NT 4 machines in isolated departments. The rollout of Windows 2000 desktops and the upcoming XP operating systems offer new challenges. While we had standardized on running the Oracle 7.3.4, 8.0.5, or 8.0.6 clients on all machines, Oracle only supports the 8i client on Windows 2000 and the 9i client on XP. Some applications still require an older release of the Oracle client to be on the desktop. ACS Database Administrators will be working with the desktop group to standardize the Oracle configuration on the various clients where possible.

## SERVICE LEVEL DASHBOARD VIEW

### January 2002

SERVICE LEVEL	INDICATION <i>R Y G</i>	REMARKS
<b>On-line Response Time</b> (11 regions; 3 goals each)		
<b>On-line Availability</b> (11 regions)		
<b>Help Desk Resolution</b> (5 goals)		
<b>Installs, Moves, Adds, Changes and Wiring requests</b> (4 goals)		

**LEGEND:**

A green (G) indicator means all performance goals of this service level were met in the month.

A yellow (Y) indicator means all but one performance goal of this service level were met this month.

A red (R) indicator means more than one performance goal of this service level was not met or, this service level received a yellow (Y) indicator for 2 or more consecutive months for the same reason.



