

Information Technology Board Meeting

Tuesday, January 29, 2002

Room 260 City/County Building

9:30 A.M.

1. Minutes

- Exhibit A - Approval of the December 18, 2001 minutes
- Exhibit B- Approval of the January 18, 2002 minutes

2. IT Projects

- Exhibit C- Resolution 02-01- Digital Orthophotography

3. Status Reports

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

4. New Business

- Next scheduled meeting February 19, 2002 room 260

5. Adjourn

EXHIBIT A - MINUTES

INFORMATION TECHNOLOGY BOARD

- MEETING DATE:** December 18, 2001
- MEETING LOCATION:** Room 260, City-County Building
- MEMBERS PRESENT:** Paul Ricketts, Terry Nelson for Marty Womacks, Dr. Georgia Miller, Sarah Taylor, Dr. Ed Tunstall, Kathy Davis and Mike Hinline
- STAFF PRESENT:** Nadeen Biddinger, Diana Turner, Carolyn Schausten, Bruce Turner, Jennifer Ruby, Bob Geis, Jim Ruddell, Lori Kuhn, Dave Mockert, Ahmed Soliman - ISA; Robert Borgmann - Corporation Counsel
- VISITORS:** Lee Curtis, Linda Kelsey, Marty Barnes, Jill Stagner, Jerica Coomes - ACS; Mark Scott- Marion Courts; Sam Lestourgeon - IBM; Kathleen Cain – SchlumbergerSema, Miriam Dant-Baker and Daniels

Mr. Ricketts called the meeting to order at 9:35 AM.

Minutes

Ms. Davis motioned to approve the November 27, 2001 meeting minutes, Dr. Miller seconded and the motion passed unanimously.

IT Projects

Resolution 01-14 to Approve and Authorize the Execution of the Centrex IIN Agreement with Business Communications Services

The contract with Business Communications Services is a base agreement that provides Centrex services into the remote sites not using our new PBX systems. The base agreement is for 306 lines with a minimum of 60 months service amounting to \$150,000.

Dr. Miller asked to strike the word ‘preferred’ from the resolution.

Dr. Tunstall motioned to approve resolution 01-14 as amended, Mr. Nelson seconded and the motion passed unanimously.

Status Reports

Technology Sourcing Discussion Update

Mr. Hineline stated the key customer meetings were under way. The content of these meetings deal with issues from the past and the changes in the new amendment that will alleviate those issues in the future. In Mr. Hineline's meeting with the Courts, the Judges voiced concern about being tied into the ACS Court applications. It was made clear to the Judges that there was no commitment; the applications were only an option for local government in the future if the Justice community chose to move in that direction.

Mr. Scott commented on behalf of the Courts. The Courts Case Information System is causing confusion, but the Courts are working with the Council in getting the process reviewed. There are issues with individuals concerned more with the political aspects instead of working as a team to overcome misunderstandings. Mr. Scott acknowledged ACS' outstanding job with bridging the gaps and trying to resolve these issues.

Ms. Davis inquired about the duration of the contract. Mr. Hineline replied the contract would use the three one-year extensions plus the one remaining year. In response to Ms. Davis' comment, Mr. Hineline explained he weighed out the pros and cons regarding the duration of using the last year and a one-year extension. If an RFP is to be done with proper time frames, there would only be a six-month period where the effects of the renegotiated contract could start to be implemented and the effects evaluated. The process, if done properly, takes 18 months, meaning in June or July another decision would need to be made to either execute another year of the contract or go out for RFP. To accurately judge the success of the new negotiations there would only be 5-6 months to base a decision on, which is not adequate.

Dr. Tunstall asked what could be done to solicit responses from ACS to provide the City/County with the future visions of technology. Mr. Hineline stated he believed the amendment has been structured in a manner in which ISA directs ACS to acquire the skill sets that are needed in the specific areas. The correct resources should be available in the third and fourth year even if the requirements have changed.

Mr. Ricketts requested a comparison of the average cost of the original agreement over the last six years including the percentage of increase seen and how the cost is offset with the four-year term being negotiated currently. Mr. Ricketts also inquired if meetings with users have been held to determine what their needs are. Mr. Hineline replied the determination of technological needs is an internal IT Governance process. Mr. Ricketts would like the contract to recognize and anticipate the future IT needs of the users.

Mr. Ricketts requested the regular Board meeting be moved back a week and a special Board meeting be held to discuss the contract and invite users to address their concerns to the Board.

Dr. Tunstall motioned to hold an information meeting on January 15th and the regular meeting a week later, Ms. Taylor seconded. Ms. Davis inquired if there was any value in hearing what other vendors have to offer before a decision is made on the duration of the existing ACS contract. Mr. Hineline replied there may be other vendors that would surpass ACS in some areas, but there are no indications that one specific vendor is worth the associated risks involved.

Mr. Hineline voiced his concern with the comment that ACS is responsible for telling ISA how to lead technology. Mr. Hineline strongly believes it is the responsibility of his department and local government to decide where technology needs to go and have the vendor assist ISA in getting there. Ms. Davis agreed that local government should be the business leader, yet there are some things we expect vendor leadership on. Mr. Hineline explained under the new business model, ISA is able to seek help from ACS. In contracts of this size, many of the vendors partner with each other to assist and deliver services. The idea is to establish a process that maintains access to new technological opportunities. The proposed four-year term does not preclude the ability for local government to get this kind of support from a variety of vendors. New large scale initiatives will require additional support from any number of possible companies. The base services contract being discussed covers primarily the day to day activities and maintenance of existing system with some new development.

Mr. Ricketts requested to extend the length of the special meeting to four hours.

Following the discussion, the Board voted unanimously to hold a special Board meeting on the 15th and the regular meeting on the 22nd.

CIO Report

Mr. Hineline commended his staff members and the ACS staff for their hard work over the last year. In response to Mr. Ricketts question, several telephone outages have been seen at the remote sites. Avaya and Expanets have been working on the software patches and trying to resolve the problems.

ACS Report

Mr. Curtis reported the County Assessor's Office is now testing the document management application and the Auditor's office will be receiving the application after the first of the year.

CAMA continues to make progress and is ahead of schedule in modifying the mainframe applications.

Mr. Curtis encouraged departments to utilize the orange evaluation cards to help ACS evaluate and maintain customer satisfaction levels.

ACS has been involved in updating the overall IT asset inventory. Reports have been sent to the departments asking for adjustments in inventory such as transferred or deleted equipment. Several departments still need to relay this information to ACS.

Mr. Curtis discussed the SLA Dashboard to the Board members.

In response to Dr. Millers question, the disaster recovery test went according to plan. In future meetings, Mr. Hine line would like disaster recovery as a task item on the agenda for more in depth discussions on the planning and different components of this subject. At this point, planning has begun to locate a facility to use in the event of a major catastrophe to the City/County Building.

New Business

A special meeting as approved by the Board will be held on January 15th. The regular monthly meeting will take place on January 22nd from 9:30-11:00 AM.

Adjourn

Mr. Ricketts adjourned the meeting at 11:02 AM.

Respectfully submitted,

Carolyn Schausten

EXHIBIT A - MINUTES

INFORMATION TECHNOLOGY BOARD

- MEETING DATE:** January 18, 2002
- MEETING LOCATION:** Room 107, City-County Building
- MEMBERS PRESENT:** Paul Ricketts, Marty Womacks, Dr. Georgia Miller, Sarah Taylor, Dr. Ed Tunstall, 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-Macy ISA; Robert Borgmann - Corporation Counsel
- VISITORS:** Lee Curtis, Linda Kelsey, Ed Sweeney, Ron Van Leer, Bill Horan - ACS; William Moreau- Barnes and Thornburg; Greg Jordan-Treasurer; Joe Finch - IPD; Mark Hauser-Sheriff; Rich Harris-Justice Agency; Bill Young - Courts; Andy Harris-Assessors; Kumar Menon-DPW; Rosalie Hinton-DMD; Ellen Record, Melissa Thompson, Dan Jones- Auditor; Linn Piper-MECA; Sam Lestourgeon - IBM; Cathy Adduci, Beth Malloy - Unisys; Miriam Dant - Baker and Daniels

Mr. Ricketts called the meeting to order at 1:08 PM.

Feedback from Stakeholder meetings and Function Groups

Mr. Hinline reported presentations on Amendment 59 had taken place with the IT Team and Functional Groups, as well as individual departments and stakeholders. The presentations covered the following points: reasoning behind the recommendation to extend the contract, changes that would take place within ACS, positives and negatives of the extension, and discussions dealing with the next steps of the renegotiation and final decision process. Issues brought forth dealt with the first years of the contract, however, most individuals stated they had seen an improvement within the last two years. Those improvements are met with skepticism from some, wondering if the improvements made in the last 18 months are due to the contract expiring.

In general the comments were supportive, one individual strongly believes that the extension is not in the enterprises best interest. Many said they would like to see more defined details in the service level expectations. Several individuals found the incentives portion of the Amendment was not appropriate because an organization doing business

for the City/County should already be motivated enough to go above and beyond what is required.

Customer Comments

Mark Hauser:

Mr. Hauser from the Sheriff's department stated he was employed at the time SCT was first brought into the City/County. He spoke in favor of the amendment and the full extension period. In the Sheriff's area, a new vendor would need to be re-educated about the processes in the department. The IT people currently in ACS have a working knowledge of the departments' IT processes. If ISA were to go out for an RFP, the risk of losing that institutional knowledge is greatly increased.

Mr. Hauser said he liked the helpdesk arrangements proposed and the penalties associated with them, but would like to see ISA develop a clearly defined procedure to measure the service levels in the helpdesk area. His great concern is in the application development area. The Sheriff's department has their own application development staff working directly with the ACS application development staff. He sees this area needing a significant amount of improvement and would like to see ACS grow in this area, but likes the ability to break that portion of the contract if improvements are not seen.

In response to Ms. Davis' question, Mr. Hauser stated in the next three years, the Sheriff's Department would like to see the paper-based systems moved into a managed workflow process and the JUSTIS system interfaced with the jail management package. One of the deficiencies seen in the original contract was the leadership expected from the IT vendor. Mr. Hauser believes, he should be able to approach ACS with his problem and ACS should be able to help him determine how to solve it using technology. Mr. Hinline replied it is the responsibility of his staff to utilize the vendor to assist in getting IT knowledge needed to solve the problems. Mr. Ricketts would like to see the leadership more clearly defined so that the users know who to direct their needs to.

Joe Finch:

Mr. Finch from IPD said he was in favor of the Amendment and a two-year extension. His major concern is the phrase "it's not in the contract." He believes the contract needs to be more clearly defined to include instances where that particular phrase might adhere. Due to security issues with the law enforcement computers, it was brought to Mr. Hinline's attention that IPD would not be able to benefit from the restructuring of the helpdesk portion of the contract. Mr. Hinline stated they are recasting portions of the contract to specify issues with high security areas such as the law enforcement community and courts.

Rosalie Hinton:

Ms. Hinton from DMD Permits has been with the City/County for 17 years. Ms. Hinton stated she is in favor of the Amendment and the duration of the extension is not an issue. Tidemark has been an application that ACS has been working with DMD on from the

beginning. The response from ACS on any improvements or requests has been very good. The recent upgrade was well planned and executed by their ACS support.

Bill Young:

Judge Young is not in favor of a four-year extension. His recommendation is to agree to a two-year extension. He specified he was speaking on his own merit and is not representing the views of the courts. Judge Young stated he thought the improvements seen from ACS are due to the contract expiring soon. He is against the rewards portion of the contract and feels they should not be rewarded for something they were expected to do all along. Judge Young is concerned about the stand-alone systems that do not communicate with one another. The JUSTIS system is not easily accessible because the different systems are not integrated, and he believes the problem stems from the lack of leadership shown by ACS at the time the stand-alone systems were brought in.

Dr. Tunstall asked Judge Young if it is ACS' fault because the data is not accessible or if it is the organizations fault because the funds were not provided to integrate the systems. Mr. Piper explained the systems further for clarification stating Tiburon is integrated with other systems, but JUSTIS and Tiburon are not integrated due to the languages and ages of the two systems. He stated that the problem is not ACS' fault; the problem lies with the inability to integrate the two languages. Mr. Hineline clarified further stating Daniels & Associates Inc. is contracted to support the JUSTIS applications, ACS only runs the machine and network JUSTIS resides on.

CTMP

Handouts of the Draft CTMP were distributed to the Board. Mr. Hineline stated the CTMP and the Amendment are directly connected because the CTMP is intended to deal with the vision of where and how technology is to be utilized within local government. The Amendment is specific to define and deliver services that are deployed for ISA to accomplish the direction stated in the CTMP.

Dr. Tunstall would like a technology roadmap of where the systems utilized by local government need to go in the next 5-10 years included into the CTMP.

Gartner Study and Tactical versus Strategic View

Mr. Hineline discussed the four-quadrant matrix which provides a visual summary of where the areas addressed in the Amendment fall on the customer or IT focus scales. He made the point that this contract Amendment addresses areas that are more focused on day to day operations versus the strategic areas of activity. The line on the top of the chart depicts a border between strategic and tactical focus. Mr. Hineline then discussed the base allocation chart with the Board. This graph identifies in broad categories, where the base charges contracted to ACS are used. It indicates that of the total base charges, only 9 % of the total, representing Applications Development activities, is totally focused on what would be described as new activities for systems. This contract is primarily a lights on type of contract representing the basic work that must occur to keep the

environment working. Various summaries of the Gartner studies were then quickly described for the Board.

Unisys Presentation

Unisys representatives presented the IT Board with information about their company. One of Unisys' core competencies is outsourcing. Each one of their service level agreements have been met, and they pride themselves on their customer service. They provide flexible contracts with some containing a commitment contractually to reduce costs by 20-40% over the course of 5 years.

ACS Presentation

The ACS representative reviewed information about ACS with the Board. ACS has six major data centers and over 8,300 applications. They are ranked as the number one IT provider to State and Local Government. The outsourcing objectives include being responsive to end-user expectations with measurable service standards, introducing proven methodologies and new technology tools to enhance critical business processes, and maintaining a solid computing and telecommunications infrastructure to support end-users and their reliance on technology. ACS sees this extension as a relationship and an opportunity to continue providing the City/County with IT solutions.

Further discussion

Mr. Ricketts suggested delaying the January 29th vote to allow Mr. Hine line more time to conduct meetings with key users. Mr. Turner and Ms. Davis are in favor of a two-year extension. Ms. Davis would like to see a comparison of pros and cons regarding the different duration times of the contract. Ms. Womacks stated she is in favor of the three-year extension. Mr. Hine line, after conferring with ACS representatives, stated they believed they could provide feedback to the Board by the scheduled January 29th meeting.

Adjourn

Mr. Ricketts adjourned the meeting at 4:15 PM.

Respectfully submitted,

Carolyn Schausten

EXHIBIT C – RESOLUTION #02-01

INFORMATION TECHNOLOGY BOARD

Board Resolution to approve a services contract for Digital Orthophotography to be performed for the City of Indianapolis and Marion County.

WHEREAS, the Information Services Agency recognizes the continued need for digital orthophotography for Marion County to enhance Geographic Information System records; and

WHEREAS, the Information Services Agency, as a management entity for IMAGIS, recommends transfer of the contract for digital orthophotography from the Department of Public Works to the Information Services Agency, with a three year renewal, and

WHEREAS, IMAGIS will continue to provide the management and funding for the digital orthophotography.

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board authorizes the Chief Information Officer to execute a digital orthophotography contract with GRW Aerial Surveys, Inc. with options ranging from \$133,900 to \$161,525, depending on color or black and white photography, as the solution for the City of Indianapolis and Marion County.

Paul Ricketts, Chairman
Information Technology Board

Martha Womacks, Secretary
Information Technology Board

January 29, 2002

EXHIBIT D – CIO Report

December, 2001

Project Highlights

- ❑ There were a number of Function Group meetings to discuss the proposal included in Amendment 59. Function Group members were also instructed on their role in the IT Governance Structure. Tactical issues identified in these meetings were escalated to the appropriate area, and user comments were condensed for CIO review prior to the January public meeting.
- ❑ The first phase of the Enterprise Document Management pilot project began in December. The Assessor's Office project should be completed in the next few weeks. Phase 2 for the County Auditor's Office will begin in February.
- ❑ The Dell Employee Purchase Program offered to all City and County staff was extended an additional time and resulted in approximately 150 purchases during the holiday time.

Planning Division Highlights

- ❑ Planners and ACS Business Consultants worked on specific development projects that needed to be finished in 2001 or that required scope changes.
- ❑ The City's HR Department, along with ISA and ACS completed their evaluation of specific software for their area to make their process more efficient.

Telecommunications Division Highlights

- ❖ The Telecommunications Division has continued to work on the post conversion process.
- ❖ There are seven major relocations and installations in process.
- ❖ The first phase of the Sherman Drive remodel was very successful from a telephone perspective.
- ❖ Worked with permits to reprogram the Edify application to coincide with the Tidemark upgrade in January.

Administration Division Highlights

- ACS has asked the City and County departments to verify their PC inventory accuracy to assist ACS in getting a more accurate record of actual hardware and software in the enterprise. This effort began in September. Some departments are still working to verify their lists.
- Significant preparation has gone on to prepare for year-end processing and close. The volume of billing activity increases significantly at year-end.
- All ISA employees have completed their annual review process.

Internet Division Highlights

- ❑ Completed an application to generate accumulative general web hits statistics to illustrate year-to-date web hits by month for the entire site, related to external hits only.
- ❑ Installed a webcam in the north west corner of the CCB Observatory to feed live images to the web server.
- ❑ Set up a list server group to automate the distribution of, and subscription to the IWS Newspaper.
- ❑ Many other projects in process as well as ongoing review of all Application Development projects for internet consideration.

GIS Division Highlights

- ✓ The GIS area deployed a new Web Mapping application
- ✓ As a result of a good public relations article in the Star on November 24th, there were approximately 420,000 hits and over 6,000 user sessions in one day.
- ✓ Completed a Law Enforcement Incident Report Viewer application
- ✓ Completed the Wellfield Locator application which resides on the Internet.
- ✓ Completed the Parks CIP application
- ✓ Completed formal application testing on the Probation Address Checking utility.

CIO Comments

IT Board Members,

2001 has been a good year from the ISA perspective. With the help of our sourcing partners, we have accomplished significant work that has resulted in improved services for our customers. I commend all of the ISA staff, the ACS staff and the SchlumbergerSema staff for their efforts. I am looking forward to building upon these accomplishments and continuing our improvements in service delivery in 2002.

We completed our year-end closing process very effectively this year. I thank Diana and her staff for their efforts to ensure customers are aware of their charges and that they have taken care of all the year-end closing issues that come up. I also want to thank the Controller and Auditor staff that work so well with us in this process. Without a true team approach, it cannot be successful.

Our major focus throughout December has been on the recommendation regarding the contract extension with ACS. We started meetings with key customers and stakeholders within local government as well as discussing the amendment at other opportunities like the IT Team or IT Function Team meetings. We have discussed these results at our January 18th meeting.

Sincerely,

Mike Hine



INFORMATION TECHNOLOGY MONTHLY STATUS REPORT

December 2001



ADMINISTRATION

A major focus of ACS during the month of December was the restructuring of the Help Desk call handling processes. Realizing the need to continue our improvement of response times to customer problem calls, ACS management addressed process deficiencies in the dispatch of trouble calls beyond the first level of support. These changes went into effect on December 10. The results since then have been very favorable which are reflected in improved response statistics for all severity levels in December. We fully expect the January numbers to be at or above service level requirements.

ACS management continues to analyze and respond to the customer feedback forms submitted after our technicians make Help Desk calls. The vast majority of the responses indicated favorable results relative to customer satisfaction. For December, we issued 657 cards and received 209 back. That represents a 31.8% return rate that is an improvement over previous months. ACS management will continue to follow-up with individual customers to investigate any negative, or less than satisfactory responses.

The CAMA Property Tax system project remains on schedule. The Township Assessors have tentatively scheduled the conversion of the production system for the end of January or February timeframe depending on State rulings. The certification of the 2001 CAMA Roll is scheduled for the January 19th weekend. This is the beginning of the rollover of the 2001 values to the Auditor's office. The 2001 values will be locked at this time but the Township Assessors will be able to update the 2002 values under the old system until the final production conversion is done.

ACCOMPLISHMENTS AND OTHER POINTS OF INTEREST

Business Support Services

Calls offered at Helpdesk (24X7) = 4800

Calls answered by daytime Helpdesk = 3989

Calls presented to nighttime Helpdesk = 811

Calls abandoned by daytime Helpdesk = 158

Problem calls received = 998

Quick calls received = 3378

Security Changes received = 91

Security Deletes received = 329

Security New received = 72

Service Requests received = 281

Problem calls closed = 1078 (all ACS groups)

Security Changes closed = 117

Security Deletes closed = 339

Security New closed = 90

Service Requests closed = 289 (all ACS groups)

- **Document Imaging and Management Pilot**
OTG and ACS successfully installed and configured the document management software the week of December 3rd. Dan Needler and Jerica Coomes are working with the County Assessor to configure the remaining documents and train staff. Training and testing for the Assessor's real estate division will continue through January 11.
- **Courts Timekeeping System**
Marion Superior Courts approved the functional specifications for the On-line Time Information System (OTIS). Software development has begun on this system.
- **Applicant Tracking Solution**
City Human Resources presented their research for an Applicant Tracking tool. ACS and ISA assisted in the presentation of their selection, RecruitMax. The IT Team approved the project.
- **PROM & TRAC Extraction Project**
Data from the old PROM system was successfully extracted from the mainframe and moved to CD. This data is currently being reviewed for quality and accuracy. The data from TRAC is now going through the same process.
- **FAMIS – Year End Processing**
Mary Lou Eads completed testing and monitoring the City FAMIS 2001 Yearend Close process for the City Controller's office. Testing began 12/10/2001 and the Production Close started Saturday 12/29/01 @ 2:13am and completed Sunday 12/30/01 @ 10:08am.
- **City-County Payroll**
Jan Castelluccio met with Liz Mathews of KPMG on December 14, 2001 concerning their audit of the City and provided documentation and sample file dumps per her request. Jan also worked with Delight Morgan of the City Controller's Office on numerous 2001 end of year and 2002 first of the year items. He applied all January 1, 2002 U.S. Federal Income Tax, FICA/Social Security, and Earned Income Credit withholding tables and January 1, 2002 Indiana County withholding changes.
- **Department of Public Safety - Budget Analysis Database**
Paul Crafts and Steve Miller moved the Budget Analysis Database from test to production. This system allows downloading of FAMIS data (in the form of Access tables) into Oracle tables. Users can then view and report on financial data summed up or drilled down at the transaction level. Users can also forecast unused budget dollars.

Technical Services

- **Disaster Recovery Test**
On December 12th, a test of our Disaster Recovery procedures was held in Chicago. The test was successful in that a test network connection was established between the

cold site here in Indianapolis and the hot site in Chicago. Additionally, we were able to demonstrate a successful recovery of the Special Event Permits web application and restoration of the associated Alpha2 and WEB1 database servers.

- **RCA Upgrade Project**

The first phase of the project has been completed, with a server being relocated and network cabling being installed. Some of the staff at that location have moved into the new area and are operating successfully. With the temporary area now established, the second phase of the project, with the remodeling and establishment of permanent cabling and distribution points is underway. Additionally, a Gigaman circuit and a redundant DS1 circuit are being installed. At present, the network infrastructure at Sherman is not adequate to handle certain critical applications being used by DMD/DPW staff., especially with the relocation of staff from the City/County building to the RCA building. The upgrade will greatly improve the response time currently being experienced. Completion of this phase is expected by end of March or early April.

- **WAN Upgrades**

During the months of November and December, a total of 29 remote locations were migrated from legacy repeater hubs to new data switches that were purchased and installed as part of the Voice Over IP project. Additionally, all remote locations that had routers that have sufficient memory available were upgraded with regard to network security. This includes the installation of SNMP community strings, security banners that give warning to possible breaches from outside the network, additional passwords and IOS (Internet Operating System) being installed.

- **Intrusion Detection System**

Part of the City/County network's security plan, ISS Real Secure is being used for intrusion detection. One sensor has been implemented and the sensor is passively monitoring network traffic coming through the firewall via the Internet for the purpose of detecting hacking activity. Other areas of concern with respect to network security are being addressed and expect to be implemented within the next few months.

MAJOR PROJECT HIGHLIGHTS

Business Support Services

Project Name: Applicant Tracking

Assigned Business Consultant: Michael Nadeau

Department/Agency: City Human Resources

Brief Project Description- This project is for Human Resources for a software package from a third party vendor that will streamline the heavy paper process associated with applicant tracking during the hiring process.

Current Project Phase: Project Definition/Purchase of third party software.

Activities over the past month: As of 12/20/01, Michael Nadeau, ACS IT Business Consultant, has recommended to Collin Kebo RecruitMax Applicant Tracking software. RecruitMax will best meet the unique processing needs of the City government, while maintaining the lowest cost for implementation and support. Michael has coordinated a

technical assessment of RecruitMax software with the server group staff. No known issues are known at this time with this software package operating in the Enterprise environment. Collin Kebo, City Human resource Administrator, presented the charter for approval to the IT Team on January 3rd, 2002. The IT Team approved the charter for purchase.

Anticipated activities next month: Collin is having legal review the license agreement and contract at this time and purchase will be made upon legal approval. Tentative implementation is set for late February.

Project Name: Personnel Action Request

Assigned Business Consultant: Michael Nadeau

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.

Current Project Phase: Initiation

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.

Anticipated activities next month: At this point, Michael is performing research on tools that may assist in the improvement of the PAR process. GEAC is scheduled to provide demonstration with the PAR team on January 16, 2002 to review GEAC's current line of tools that may resolve the PAR issues.

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

Assigned Business Consultant: Kathy Fluke

Department/Agency: Department of Metropolitan Development
Division of Permits

Brief Project Description: The Division of Permits has utilized the Tidemark Permit Plan permit tracking system for their permitting and inspection tracking since March 1996. In December 2000, the Health & Hospital Corporation joined the City in use of this system to track their Housing Division compliance and inspection efforts as well. Tidemark Solutions Inc. released an upgrade to the current Tidemark Permit Plan V2.5.3 to Tidemark Advantage V2.6.1 which will provide new benefits to the system as well as resolve a few of the ongoing issues. The Division of Permits has elected to upgrade to V2.6.1 and, therefore, upgrade M-Track InspectTrack to V2.6.1 as well, which is required by Tidemark Advantage V2.6.1.

Current Project Phase: User Acceptance Testing

Activities over the past month:

- The Permit Plan V2.6.1 application continued in User Acceptance Testing throughout the month of December 2001. Four of the ten members of the Testing Group completed the entire Tidemark Test Suite. Of the 42 bug reports have been submitted to date, 37 have been resolved, 1 was withdrawn and 4 are pending with Tidemark. The bugs that remain pending are not critical in nature.
- The anticipated implementation date for the Tidemark/M-Track V2.6.1 Upgrade is January 14, 2002.

Anticipated activities next month:

- Completion and closure of the User Acceptance Testing Phase.

- Completion of M-Track user acceptance testing.
- Production implementation coordination.
- Division of Permits approval for production implementation to include a decision regarding whether the IVR will be included in the production implementation.
- Tidemark/M-Track V2.6.1 production implementation to all approved integrated technologies.

Project Name: CIIPS Online Research

Assigned Business Consultant: Kathy Fluke

Department/Agency: Department of Metropolitan Development
Division of Planning

Brief Project Description: The Division of Planning utilizes and maintains the City of Indianapolis Integrated Permitting System (CIIPS) database on a continual basis. In addition, they handle a large volume of calls from the public seeking land information from the items contained in the CIIPS database as well, such as petitions, approvals, etc. As such, the Division of Planning would like to provide the public the ability to research CIIPS data online via an address or petition number search.

Current Project Phase: Project complete

Activities over the past month:

- Performance testing occurred on December 7th and December 13th, 2001. The tests were scheduled at the request of SchlumbergerSema. The tests showed no significant performance deterioration within the CIIPS database due to the use of the CIIPS Online Research application.
- CIIPS Online Research was successfully moved to production on December 20, 2001. Implementation included ensuring all the appropriate links were in place on the indygov.org site as well as an announcement on the indygov.org homepage.

Project Name: PC Focus Application Conversion

Assigned Business Consultant: Kathy Fluke

Department/Agency: Department of Metropolitan Development
Division of Permits

Brief Project Description: The City of Indianapolis Division of Permits currently has a PC Focus application that contains tracking data for microfilmed records dating prior to the implementation of IndiFind. Access to this data must be maintained, as it is the sole indexing for microfilmed permit records prior to IndiFind. The PC Focus application cannot run on computers containing an operating system newer than Windows95. Given that computer upgrades now come with Windows98 or Windows2000, the PC Focus application has become obsolete. The Division of Permits has made a conscious effort to keep an older computer with Windows95 available for the PC Focus application. This project will convert the PC Focus application to a new relational database application, compatible with Windows98 and Windows2000, while maintaining current search functionality. No new fields or functionality are required.

Current Project Phase: Project complete.

Activities over the past month:

- Application development – 100% complete.
- Quality assurance testing – successful – 100% complete.
- User acceptance testing – successful – 100% complete.
- Production implementation was successful and occurred on December 21, 2001.

Project Name: Prom and Trac

Assigned Business Consultant: Jerica Coomes

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:

Received sample CD for Prom application and completed two of the four required applications for extraction of Trac data.

Anticipated activities next month:

Review sample Prom CD with Prosecutor staff, revise as needed, and produce production CD. Complete third application for extraction of Trac data and begin the fourth.

Project Name: Budget Database

Assigned Business Consultant: Jerica Coomes

Department/Agency: Department of Public Safety

Brief Project Description: The developed application will provide budget forecasting/projection tools for the Department of Public Safety.

Current Project Phase: Development

Activities over the past month:

The application data was moved to production and the application settings configured to the production database instance. Paul Crafts is working on the user documentation.

Anticipated activities next month:

Complete user documentation and request signoff for project completion. ACS will attend a meeting with departmental CFOs on January 8, as requested by Todd Tande, to demo the application and answer questions.

Project Name: Narcotics Inventory

Assigned Business Consultant: Jerica Coomes

Department/Agency: MCSD

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

Current Project Phase: Development

Activities over the past month:

User testing continued over the last month along with some minor changes. The application is available through the Novell Application Launcher to identified users with laptops at West Detectives.

Anticipated activities next month:

Update user documentation; finalize data conversion and request signoff for project completion.

Project Issues: Data conversion for the application didn't begin until December and data discrepancies were discovered. As a result, there will be a period of data reconciliation and the go live date will be postponed.

Project Name: IFD GroupWise

Assigned Business Consultant: Jerica Coomes

Department/Agency: IFD

Brief Project Description: Create 700 new GroupWise accounts for IFD in order to transition from legacy email.

Current Project Phase: Initiation

Activities over the past month:

Installed GroupWise client at fire stations and requested information from the customer regarding the shared IFD Email Account that will be created in conjunction with the 700 new users.

Anticipated activities next month:

Process security requests beginning January 10 to be completed no later than January 24.

Project Name: Department of Metropolitan Development - Community Development and Financial Services (CDFS) Application

Assigned Business Consultant: Alberta Frees

Department/Agency: Department of Metropolitan Development

Brief Project Description: The Division of Community Development and Financial Services (CDFS) of the City of Indianapolis' Department of Metropolitan Development administers a number of federal grant programs obtained from the U.S. Department of Housing and Urban Development (HUD). This application will allow for DMD to monitor and track funds, projects, units, contractors, and activities for all neighborhood redevelopment in Marion County using Federal HUD funding among others. This is the first application of its kind regarding the HUD program in the country.

Current Project Phase: Development

Activities over the past month: Client has requested additional changes to the original project. These changes have been submitted to the Client for approval and will begin as soon as the Change Request Document is signed by the Client.

Anticipated activities next month: Make the modifications as defined by the Client if the request is approved. If it is not approved proceed with the implementation of the original specifications and turn over for Client testing.

Project Name: Barrett Law Enhancements

Assigned Business Consultant: Alberta Frees

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.

Current Project Phase: Development

Activities over the past month: Client has requested a change on the amortization report to print a one page summary instead of the long format that takes 30 or more pages.

Anticipated activities next month: Make changes to the amortization report to reflect the Client's request for modification. Turn the application over to the Client for testing and approval by 1/31/2002. Implement the system as soon as the Client approves the application as meeting their requirements.

Project Name: Inheritance Tax for Treasurer

Assigned Business Consultant: Alberta Frees

Department/Agency: Treasurer

Brief Project Description: The purpose of this project is to modify the existing Treasurer's Inheritance Tax System to allow the Treasurer the ability to process Inheritance Tax payments.

Current Project Phase: Client Testing

Activities over the past month: The new enhancements were made at the Client's request and the application was turned over to the Client for testing and approval.

Anticipated activities next month: Get Client approval and signoff of the project.

Project Name: Online Deduction Forms on the Internet

Assigned Business Consultant: Alberta Frees

Department/Agency: MC 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.

Current Project Phase: On hold by the Client

Activities over the past month: Ahmed Soliman's group using Adobe Acrobat application to build the forms and allow interactive insertion of data fields addressed this project. The only issue is the legal validity of the e-signature. The Client has requested their legal council for advice on this issue and we are still waiting to hear the results. Ahmed Soliman, Randolph Rife and Alberta Frees have kept in touch with the Auditor's Office on the status of this issue.

Anticipated activities next month: This project will be implemented when the e-signature issue is resolved.

Project Name: Dell Computer Rollout

Assigned Business Consultant: Jill Stagner

Department/Agency: Marion Superior Courts

Brief Project Description: The Marion Superior Courts will be leasing 448 Dell Computer systems to replace existing systems, add PC technology to the Courtrooms and Hearing Rooms, and add Digital Recording technology.

Current Project Phase: Awaiting additional information from contractor and client to complete Statement of Work.

Activities over the past month:

Several meetings held with Client to determine number of PC's to be leased and installation plan. Final numbers were presented to ISA on 12/7/01. A lease agreement was signed with IBM on 12/20/01. Projected costs of installation of PC's by Dell have been received.

Anticipated activities next month:

Complete Statement of Work and Project Plan once vendor is chosen for PC installations. Continue testing of WordPerfect conversion.

Project Name: Online Time Information System

Assigned Business Consultant: Jill Stagner

Department/Agency: Marion 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.

Current Project Phase: Development

Activities over the past month:

Functional specifications were revised and a kick-off meeting was held 12/20/01. Specs. were reviewed and signed by the Client. Phase I of development is in progress.

Anticipated activities next month:

Continue Phase I development and begin Phase II development. Meet with the Client weekly to give status updates.

Project Name: Records Management Database

Assigned Business Consultant: Jill Stagner

Department/Agency: Marion County Clerk

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

Current Project Phase: QA Testing

Activities over the past month:

Development was completed and QA testing was performed. A few problems were identified.

Anticipated activities next month:

Fix problems identified and present application to Client for User Acceptance Testing. Complete user documentation.

Project Name: Enhancements to Online Election Results

Assigned Business Consultant: Jill Stagner

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 more user-friendly for public access.

Current Project Phase: Functional Specification

Activities over the past month:

Functional specifications were completed on 12/21/01. The Client has been on vacation and will return 1/9/02. A meeting has been scheduled on 1/9/02 for the Client to review the specs.

Anticipated activities next month:

Obtain Client approval of functional specs. and schedule development to begin.

Project Name: Request for Qualification (RFQ)

Assigned Business Consultant: Linda Kelsey

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.

Current Project Phase: Development

Activities over the past month:

The system is in its final stages of development. The requested changes are nearly complete. It will be going through QA the week of 1/14/02.

Anticipated activities next month:

The application will be delivered to the client for user acceptance testing on 1/18/02. Implementation date will be set in conjunction with the client and applications development staff.

Project Name: DMD/DPW move 604 N. Sherman

Assigned Business Consultant: Linda Kelsey

Department/Agency: Department of Public Works, Department of Metropolitan Development

Brief Project Description: ACS has been working with DMD, DPW and ISA to plan and budget to upgrade the existing local area network (LAN) at 604 N. Sherman in preparation to move the Permitting division to that location from the CCB.

Current Project Phase: Development

Activities over the past month:

On December 27th and 28th PC, printers, scanners were de-installed and prepared for the moving company to move them to the temporary site at 604 N. Sherman. They were then re-installed on December 31st and January 2nd. This activity went as planned and the users were moved with as little disruption as possible.

Anticipated activities next month:

The upgraded data circuit (Gigaman) engineering is in process. We hope to have an ETA on "go live" by 1/11/02. As soon as the circuit is available ACS, DMD Permits and Convergent group will begin actively testing the Permitting applications to uncover and resolve any issues. Construction on the permanent space has begun by the general contractor. In approximately ninety days we will begin the de-installing and re-installing process again. In the next 30 days we should receive a listing of all individuals that will be affected by that move.

Project Name: Community Development Financial Services (CDFFS) application

Assigned Business Consultant: Linda Kelsey

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

Current Project Phase: Development

Activities over the past month: Development has continued. The client requested some modifications/changes to the application. Those changes have been reviewed for project impact and will be delivered to the client for approval.

Anticipated activities next month: Once modifications/changes are approved development will begin on those in conjunction with the continuation of the original project. A rough estimate for user acceptance testing including the modifications is the end of the month of January 2002.

Desktop Projects

- **DMD Move**

ACS personnel are working closely with the Department of Metropolitan Development on a project to move to the Sherman Drive location and with the Mayor's Action Center on a project to move to the 21st floor of the City/County Building. We moved DMD and DPW during the last week of the month. Dave Swain has taken over this project, and these two projects will be continuing over the next few months.

- **IPD Training Academy**

The upgrade of PC equipment in IPD's Training Academy computer lab is complete. Nine new machines were added, and the existing ten were replaced with new PCs. We received a wiring quote from a vendor that was too high. This has resulted in a temporary work-around; we have run a single CAT5 line from the wiring closet to a hub at the front of the classroom. Patch cables were then run from the hub to each PC. The Wiring group is working on obtaining a more reasonable quote from other vendors, to allow for full replacement of all CAT3 lines to CAT5, running from each unit directly to the closet. Lt. Joe Finch volunteered his time-off to assist in moving the equipment from the CCB to the Academy; this was greatly appreciated.

- **IFD GroupWise Project**

ACS personnel are working closely with the Indianapolis Fire Department to add approximately 700 new Novell LAN Accounts and GroupWise 5.2 accounts. These additions will provide Network Access to all IFD employees.

- GroupWise installs continue at outside stations and we expect them to be complete by January 18th.
- Security Requests assembled for 800 new accounts (increase from original plan), account creation pending.

Technical Services

- **Enterprise Fax Solution**

This project is the implementation of a fax solution for the City/County network, allowing users to fax directly from their desktops utilizing a snap-in module in GroupWise. The software has been installed and tested successfully in the office of the CIO. The long distance billing log file for Faxware has been completed as well as the instruction manual on how to use the new service has been completed. Pending approval, ACS will begin deployment of the tool as directed by ISA.

- **GroupWise 6 Evaluation and Planning**

To prepare for the upgrade of GroupWise 5.2 to GroupWise 6.0, evaluation is currently in process to test the enhancements and problems that may be encountered with the upgrade. Three servers have been set up in the lab area and test domains and post offices for data have been transferred to the test environment. Evaluation of the product is to continue through January 2002.

PLANNED ACTIVITIES FOR JANUARY

Technical Services



- The DS1 circuit at the Eagle Creek Ranger station that was to be activated in December was postponed twice by Ameritech and is expected to be activated in the first half of January.
- Remodel of the RCA building at 604 N Sherman will continue for the next few months. Ameritech has not yet provided a firm activation date for the activation of the "Gigaman" circuit but estimating this to be completed mid-March. 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 5th.

- Continue with WAN upgrades at remote locations.
- Evaluation of the GroupWise 6.0 upgrade from version 5.2 to continue until the end of January 2002. Installation of GroupWise 6.0 to take place by end of January with deployment to the desktops to begin early February.
- Evaluation of ZenWorks 3.2 for Desktops (Novell) was postponed in December and is to be initiated in mid-January, continuing through the end of February. This product is a desktop management tool allowing for the delivery of applications to the desktop as well as providing inventory management of desktop software and hardware.
- The Coroner's office is moving its offices to 521 W McCarty and is to be connected to the City/County network via fiber. New network equipment and 66 network cable drops are also to be installed.
- In January, ACS will be planning for the installation of the NDS (Novell Directory Services) e-directory, which provides enhanced web capabilities for the City/County network. Deployment of the service upgrade is to take place in February.
- The finalization of testing and evaluation of anti-virus products that will improve the network's security and allow for protection for Windows 2000 and XP operating systems as well as web-filtering products that block access to inappropriate pornographic sites to take place by the end of January.
- 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 provide service level reporting capabilities.

SERVICE LEVEL DASHBOARD VIEW

December 2001

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

Contracts Approved for the IT Board by the Chief Information Officer

| Date Approved | Department | Description | Vendor | Annual \$ Amount | Total \$ Amount |
|---------------|----------------------|--|-------------------------------|------------------|-----------------|
| 1/29/2001 | Human Resources-City | Recruit Max -Applicant tracking system | Creative Systems Solutions | 41,250.00 | 41,250.00 |
| 1/10/2002 | Parks | Indy Parks Nature Center Frame Relay | Ameritech | 7,161.72 | 15,128.44 |
| 12/27/2001 | MCSD | Frame relay add on to MCSD Dept. Crime Prevention | Ameritech | 6,804.30 | 6,804.30 |
| 12/3/2001 | DMD | Redundant DS1 Circuit to Sherman Dr. | Ameritech | 7,161.72 | 14,323.44 |
| 11/20/2001 | DMD | GigaMAN Ethernet fiber connection to Sherman Dr. DMD | Ameritech | 3,600.00 | 217,880.00 |
| 11/19/2001 | MCSD | Professional Services Agreement | Daniels and Associates | 92,000.00 | 92,000.00 |
| 10/1/2001 | ISA | Internet DS3 Circuit and backup DSI | One Call, Communications Inc. | 45,000.00 | 45,000.00 |
| 9/27/2001 | ISA | Frame Relay add on to Eagle Creek Ranger Station | Ameritech | 6,804.30 | 6,804.30 |
| 9/27/2001 | ISA | Increase Bandwidth at 3 locations | Ameritech | 14,112.00 | 14,112.00 |
| 9/13/2001 | ISA | Addendum for Ameritech CIR upgrade | Ameritech | 55,000.00 | 55,000.00 |
| 9/12/2001 | ISA | Addendum for Gartner contract | Gartner | 20,000.00 | 20,000.00 |
| 8/23/2001 | ISA | Gartner consulting services | Gartner | 40,000.00 | 40,000.00 |
| 8/21/2001 | ISA | Tidemark Advantage 2.6.1 upgrade | Tidemark | 17,000.00 | 17,000.00 |
| 8/7/2001 | ISA | New hardware for MCSD | Clawson | 810.00 | 810.00 |
| 8/1/2001 | ISA | Professional Services Agreement | Larry Finch Design | 20,000.00 | 20,000.00 |
| 7/27/2001 | ISA | Frame relay add on to 6380 Evanston | Ameritech | 23,645.16 | 23,645.16 |
| 7/27/2001 | ISA | Voice CIR on Existing T1/FRS circuit | Ameritech | 2,160.00 | 2,160.00 |
| 7/27/2001 | ISA | Voice CIR on Existing T1/FRS circuit | Ameritech | 2,160.00 | 2,160.00 |
| 7/31/2001 | ISA | T/1 Circuit for 1502 E Washington St. | Time Warner | 2,052.00 | 6,156.00 |
| 7/17/2001 | ISA | Equipment addition to RCA Building | Ameritech | 2,627.10 | 2,627.10 |
| 7/16/2001 | IFD | Equipment addition to IFD Station # 4 | Ameritech | 4,164.30 | 4,164.30 |
| 7/12/2001 | ISA | Data Circuit CIR increase for multiple sites | Ameritech | 56,040.00 | 57,024.00 |
| 7/10/2001 | ISA | Mainframe Upgrade | Amdahl | 2,500.00 | 2,500.00 |
| 7/10/2001 | Guardian Home | Equipment addition to 5751 University Blvd. | Ameritech | 6,144.30 | 6,144.30 |
| 6/25/2001 | ISA | Printer Preventive Maintenance Proposal | SCT | 15,964.00 | 15,964.00 |
| 6/25/2001 | Guardian Home | Childrens Guardian Home Support | SCT | 51,010.48 | 51,010.48 |
| 6/21/2001 | ISA | Addendum for PRI Line to 901 N. Post Rd | Ameritech | 9,675.12 | 29,025.36 |
| 6/21/2001 | ISA | Addendum for PRI Line to 2700 S Belmont Ave | Ameritech | 7,965.60 | 23,896.80 |

Contracts Approved for the IT Board by the Chief Information Officer

| | | | | | |
|------------|------------------------|--|------------------|-----------|-----------|
| 6/21/2001 | ISA | Addendum for PRI Line to 47 S. State St. | Ameritech | 23,892.00 | 71,676.00 |
| 6/21/2001 | ISA | Addendum for PRI Line to 600 N. Sherman Dr. | Ameritech | 7,965.60 | 23,896.80 |
| 6/21/2001 | ISA | Addendum for PRI Line to 129 E. Market St | Ameritech | 7,965.60 | 23,896.80 |
| 6/21/2001 | Franklin Township | Move Charge for relocation of Franklin Township Assessor | Ameritech | 805.00 | 805.00 |
| 6/13/2001 | Parks Call Center | Frame Relay Service add-on for Parks Call Center | Ameritech | 4,164.30 | 4,164.30 |
| 06/13/2001 | DMD | Consulting and implementation assistance with new server and conversion of UNIX to Windows NT | Convergent Group | 56,558.00 | 58,291.00 |
| 5/18/2001 | DMD Permits | Change Order 6 - Support Services | Convergent Group | 30,000.00 | 30,000.00 |
| 5/1/2001 | Courts | Digital Transcript Recording Pilot Project for 6 Courts | Word Systems | 13,176.00 | 13,176.00 |
| 4/18/2001 | Guardian Home | Frame Relay Service & Cisco equipment for 5751 University Ave. | Ameritech | 2,400.48 | 7,967.10 |
| 4/10/2001 | Guardian Home | Provide connectivity and purchase PC's and Office | SCT | 16,130.00 | 57,902.18 |
| 4/4/2001 | Wayne Township Trustee | Connectivity Proposal | SCT | 695.42 | 695.42 |
| 4/3/2001 | Juvenile Court | Centrex Contract | Ameritech | 7,202.64 | 21,607.92 |
| 4/3/2001 | Juvenile Court | ISDN Prime | Ameritech | 5,880.00 | 17,640.00 |
| 4/3/2001 | Juvenile Court | Switch Utilization | Ameritech | 10,342.44 | 31,027.32 |
| 4/3/2001 | Juvenile Court | DS1 - LDC, Zone 1 | Ameritech | 2,400.00 | 7,200.00 |
| 4/3/2001 | Juvenile Court | DS1 - 2542 N. Delaware | Ameritech | 2,668.80 | 8,006.40 |
| 4/3/2001 | Juvenile Court | DS1 - 5440 E. 38th St. | Ameritech | 4,288.80 | 12,866.40 |
| 4/3/2001 | Juvenile Court | DS1 - 2511 E. 46th St. | Ameritech | 4,289.28 | 12,867.84 |
| 4/3/2001 | Juvenile Court | DS1 - 447 E. 38th St. | Ameritech | 2,668.80 | 8,006.40 |
| 4/3/2001 | Juvenile Court | DS1 - 2306 W. Michigan | Ameritech | 4,002.72 | 12,008.16 |
| 4/3/2001 | Juvenile Court | DS1 - 1127 S. Shelby | Ameritech | 4,002.72 | 12,008.16 |
| 4/2/2001 | ISA | PBX Analysis Study for RFP for Telecommunications Bid | Compass | n/a | 50,000.00 |
| 3/30/2001 | Wayne Township Trustee | Add connectivity to the C/C wide area network for Massachusetts Ave location and the Small Claims Court. | SCT | 1,800.00 | 2,800.00 |
| 3/28/2001 | DMD Permits | FileNet Block of Hours for Support on Server | Convergent | 17,500.00 | 17,500.00 |

Contracts Approved for the IT Board by the Chief Information Officer

| | | | | | |
|------------|-------------------------|--|-------------------------|-----------|-----------|
| 2/1/2001 | DPW | Amendment - DPW Air Monitoring Server Installation. | SCT | n/a | 618.16 |
| 2/1/2001 | ISA | Membership in Public Technology, Inc. - 1 year | Public Technology, Inc. | 27,500.00 | 27,500.00 |
| 1/19/2001 | DPW & DCAM | NCompass Web Content Management Software | NCompass | n/a | 85,107.50 |
| 1/16/2001 | Indy Parks | Frame Relay Service & Cisco equip at Golf Admin Bldg | Ameritech | 2,400.48 | 13,495.82 |
| 1/10/2001 | Superior Courts | Frame Relay Service & Cisco equipment for 136 E. Mkt. St. | Ameritech | 6,100.20 | 28,745.14 |
| 1/10/2001 | Indy Parks | Frame Relay Service at Kuntz Stadium on W. 16th St. | Ameritech | 6,100.20 | 24,400.80 |
| 1/10/2001 | ISA | Telephone operations Billing System | Systematic Solutions | up to | 6,000.00 |
| 11/16/2000 | Center Township Trustee | Add connectivity to the C/C wide area network for Massachusetts Ave location and the Small Claims Court. | SCT | 3,000.00 | 5,000.00 |
| | | | | | |