



# Information Technology Board Meeting Agenda

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<b>Meeting Date:</b>	07/19/2005	<b>Meeting Time:</b>	9:30-11:00am
<b>Chairman:</b>	Robert J. Clifford	<b>CIO:</b>	Donald W. Banning

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## Minutes:

- ◆ Approval of June 21, 2005 meeting minutes

## Status Updates:

- ◆ ISA Report
- ◆ Northrop Grumman Update
- ◆ ISA Financial Report
- ◆ CivicNet Report

## Discussion Items:

- ◆ JUSTIS.Net Status
- ◆ Property System Update

## Action Items:

- ◆ Enhanced Access Review Committee Recommendation

## New Business:

- ◆ The next scheduled IT Board meeting is on August 16 at 9:30 AM in room **260**

## Adjourn

## Attachment:

- ◆ Contracts < \$100,000
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# Information Technology Board Meeting Minutes

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<b>Meeting Date:</b>	06/21/2005	<b>Building/Floor/Room:</b>	C/C, 2 <sup>nd</sup> floor, Room 260
<b>Meeting Time:</b>	9:30 AM	<b>Chairman:</b>	Bob Clifford

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**Board Members Present:** Major John Ball, Robert Clifford, Linda Enders, Dr. Thomas Inui, Major Ron Meadows, Paul Ricketts, Michael Rodman, Doris Anne Sadler.

**Staff Present:** Nadeen Biddinger, Tina Boles, Phil Brummit, Bob Geis, David Grigsby, Hoss Hostettler, Lori Kuhn, Randy Williams, Bruce Turner, Kevin Ortell, Jim Nelson, Lori Kun, Kim Prewitt, Shital Patel, Dennis Nixon, Diana Turner, Rosalie Hinton, Dave Mockert, Marty Womacks, Tina Boles, David Rutherford, David Grigsby, Marv Thornsberry, Ed Vargo, Hernan Vera, Tom Grazda, Sally Parker, Fred Baltrusis, Joe Lex, Andy Harris, Andy Swenson, Virginia Francis, Ahmed Soliman, Rick Neal, Jeff Snodgrass, Mark Renner, Tom Tierney

**Guests:** Carol Curran, Phoenix Data Corp; Jan Raffauf, L-3 Communications; Rick Hammond and Jeremy Jake, Woolpert; Joel Buege and Beth Malloy, Premis; Mark Gibson, LaStosha Webster, Ashley Edmonds and Larry Leonard, Netwise; Michael Gargano, Watertown Group, Ken Sorenson, Sheri Dudeck and Jim Flynn, Ciber; Jennifer Ruby; Don Banning.

The Chairman called the meeting to order at 9:37.

#### Approval of the May 17, 2005 IT Board Minutes

A motion was made to approve the May 17, 2005 IT Board minutes. The motion was seconded and passed unanimously.

#### JUSTIS.Net Update

Mr. Rutherford discussed the recent personnel changes in the JUSTIS.Net team composition. Rich Harris from DAI has resigned and David Grigsby has replaced him as project manager on resources. Rick Petrecca has replaced Ahmed Soliman as the risk team leader. Mr. Soliman is still serving on the applications team.

Mr. Clifford asked about the timeframe for purchasing the physical assets so that equipment will be up and running in January. Ms. Patel replied that a fiscal ordinance will be submitted in July and then it will be put out to bid. That process should take two to three weeks.

#### Property System Update

The property system Request for Proposal will be released through City Purchasing this afternoon. Target for vendor response is July 21<sup>st</sup>.

Mr. Ricketts thanked Mr. Rutherford and all the participants in the process for their hard work, and in particular the Treasurer and the Auditor. He remarked that everyone looks forward to the property system project.

#### CIO Update

Mr. Clifford explained the CIO search process. A job description was formulated by a subcommittee of the IT Board to determine the qualifications needed. Advertisements were run in newspapers, and the position was posted internally and externally. Approximately 200 resumes were received and were reviewed by the subcommittee. Six qualified applicants were interviewed. Three were chosen for final interview with the IT Board. An Executive session was held to interview those candidates. The IT Board reached a decision, and the applicant must be accepted at a public meeting of the IT Board. The IT Board's recommendation for CIO is Mr. Donald Banning.



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A motion was made to approve the hiring of Mr. Banning as CIO of the Information Services Agency. The motion was seconded and passed unanimously.

Mr. Banning thanked the IT Board for their vote of support and confidence in his ability. He stated that he realizes the CIO is a very crucial position for the City/County. He vowed to work hard to improve services and lower costs. He looks forward to working with the IT Board.

## IT Services/Contract Compliance – Premis

Mr. Buege stated that at the last meeting two areas of concern regarding Northrup Grumman (NG) performance were discussed: milestone quality and service level attainment. There are 125 service level requirements (SLR) in the contract. Last month only 33 of the 125 SLRs were being reported. Of these, 16 met the contractual requirements. This month, 82 SLRs are being reported. Of these 63 are meeting contractual requirements. More SLRs are being reported in Service Area 1 (SA1). The HP Openview and Siebel E-services capabilities should report about 25 more SLRs, but these tools have not been implemented.

The improvement plan was successful in that more of the unreported SLRs in SA1 are now being reported for the first time. From this data, a benchmark has been established for that area so that it will be possible to focus on performance improvement. However, it cannot be assumed that those SLRs not reported are being met, therefore at this point officially only 58% of the SLRs are attained.

SA1 performance numbers have remained stagnant. While there was slight improvement in attainment from last month, from 23% to 29%, there is a concern that there are significant underlying issues not being addressed.

In May, a root cause analysis (RCA) was requested by ISA to determine if the new tools being used in delivering services could be a factor in the poor SLR attainment. Per this request, the NG Siebel Leadership Team and Technical Team were brought onsite to Indianapolis to understand the issues, complete the RCA report and begin remediation plans. The Siebel team, in conjunction with ISA, identified 15 issues.

ISA Operations worked with NG during the month to prioritize and escalate the 170+ infrastructure projects in the queue. The backlog of infrastructure projects is the result of internal staff being dedicated to milestone deliverables, and training on the new tools being implemented. At the request of ISA, two new project managers have joined NG and are charged with working on this project backlog. ISA has taken charge of prioritizing the backlog for NG in an effort to help.

Major Ball stated that a session is scheduled for Friday, June 24, 2005 to assist Mr. Banning and the NG team to identifying what issues customer may have and improve service.

Ms. Malloy stated that regarding the milestones, the good news is there has been focus on getting them complete through May.

Dr. Inui stated that one measure provides information here and now on performance: new user accounts and the percent established within 2 business days. He stated that he believed the figure given was not close to meeting the requirement, and asked if non-attainment was related to the infrastructure project backlog in some way.

Ms. Malloy replied that she believes it is a staffing issue. Mr. Ortell agreed. He stated that ACS had a similar service level but had twice the staff. NG has acknowledged that staffing is an issue. Mr. Neal, the Help Desk Manager has committed to supplementing the security staff with help desk staff.

Dr. Inui asked if the level of severity escalates as the response time elapses. Mr. Ortell stated it is not handled that way now. Currently, severity does not escalate; however, it could in the future.



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Dr. Inui asked for characterization of the interface and level of collaboration between ISA & NG. Ms. Malloy stated that it has been difficult in the past few months. In general, there have been some communication issues and frustration over staffing issues.

Ms. Enders asked for a representative from NG to give their perspective on how they think things are going.

Mr. Tierney stated that since he became Interim Program Manager in February he has tried to open up communication. He is working largely with the same staff that worked here in years prior with SCT and ACS. When the contract compliance issues surfaced NG looked for differences in staffing, differences in resources, differences in leadership in ISA. He recommended ISA move forward with filling the BRM vacancies, and that other changes can lead to a more collaborative environment. Mr. Tierney also gave an update on the status of a permanent site director. Two candidates are being interviewed by NG management this week in Virginia. Those two candidates will be here the following week to meet with the new CIO. The selection can be made in the next couple weeks. Mr. Tierney has committed to staying on for one month during the cross-over, then he will be available as needed.

Dr. Inui requested input from NG on the SLR situation.

Mr. Tierney stated NG has started reporting an additional 50 SLRs this month over the last month, which is a significant increase. They missed two which he believes was because they were late. There are some SLRs that need tools implemented before they can be reported. An example is the Siebel tool that allows for customer satisfaction reporting. Currently, the reporting of customer satisfaction on ticket handling for all the service areas is missing. That feature, when implemented, will cover about 30 out of the 40 SLRs missing. Mr. Tierney sees good progress being made. Mr. Tierney also remarked that the 125 SLRs are best in class. Finally, in months coming, he stated that NG needs to work with ISA on policy, e.g. on security. Solid policy would help to facilitate the standards which will help narrow the scope of products, which will ultimately result in more productivity. It will also require less turn-around time to fix things. Mr. Tierney plans to work with Premis Consulting Group the next couple of months to work on establishing IT Policy. He believes that will create a more effective work force.

Ms. Enders asked about the backlog and plans to avoid getting behind in the future.

Mr. Tierney stated NG will be in "catch up mode" for another month or two. He believes that once they get past July with a number of milestones and a number of products, they should be able to get out front. Policies and Standards that set the direction to narrow the 100 different varieties of laptops and desktops and several different varieties of software should be a priority. If the focus could be narrowed, the desktop support team and the help desk would be much more effective.

Mr. Ricketts asked Mr. Tierney about his role in working with the CIO and the customers. He asked if these policies could have been recommended in January. Mr. Ricketts asked if NG could have been more persistent with these policies, or if NG was prevented in putting recommendations before the IT Board. Mr. Tierney stated that NG needed to familiarize itself with the environment and see what policy was needed prior to making recommendations.

Ms. Sadler commented that one of the reasons the IT Board selected NG was that they were impressed with NG's experience with the Federal Government. The Board was cognizant of the fact that Indianapolis/Marion County was one of the first local government contracts for NG. The Board believed that NG's commitment to turn to this line of business would ensure stellar performance. Ms. Sadler said she has been told there has been a reorganization within NG since the time of the selection. She was interested to know the current commitment to the line of business. She stated it is alarming that there is still not a permanent Program Manager. She appreciates NG is in catch up mode but the SLRs are the very least the Board expects out of the contract, and the enterprise's business is starting to suffer.



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Mr. Tierney responded that there is still corporate commitment to the whole line of business. NG reorganized to enable that. NG knows that until they have a satisfied customer here, the likelihood of pursuing additional contracts and getting good references is low.

Judge Miller asked if the IT Board is enforcing contractual penalties and if not, why not. He continued that when the court system is "nickel and diming" indigent people for \$50 or \$100 for public defender costs it seems that when there is an enforceable contract in place that calls for certain penalties, the Board ought to be enforcing them. He thought the backlog would get resolved once the penalties are applied. He added he did not know what the status of that enforcement has been in the past.

Mr. Clifford commented the IT Board still has that option. It was April or early May when the IT Board first became aware of the short-comings on the service level agreements. Enforcing penalties was left as an option. The Board discussed at an earlier meeting that they would like to see some improvements in moving toward reaching those agreements. The Board's time frame was by July. The point of the contract was to have a public/private partnership. Mr. Clifford believes that those are usually good for the City, and a natural tension has to be maintained. Mr. Clifford stated he has not made a recommendation to push for enforcing the penalties. That is a decision the IT Board should make.

Mr. Ricketts commented that he would like a public commitment from NG to work with Mr. Banning in the next 30 days to bring any policies needed forward to the IT Board in July. He suggested deferring to Mr. Banning regarding the level of cooperation that he has seen at that point in time.

Major Ball stated he is both encouraged and disappointed at the same time. He sees the improvement in the service levels, and is encouraged to see such improvement in the reporting and achievement levels, but is disappointed that it took the work of a consultant to bring that information to the Board. What Major Ball hopes to see is NG working with Mr. Banning. Staff is very dedicated both in ISA and NG, and want to see good delivery of services. He hopes to see the management of the two agencies working together to not just meet SLRs because some one is looking, but to look at good business practices. He is encouraged to see improvement but wants to see a change in philosophy.

Dr. Inui stated one of the points of learning from the CIO search and interview process was the need for a greater degree of clarity and a strategic plan.

Mr. Rodman commented that he did not know if the contract had mandatory or negotiable penalties, but he thought that by the next meeting in July the IT Board can take a stand on whether the penalties are enforced.

Mr. Ricketts asked for a recommendation from Mr. Banning in 30 days based on cooperation and progress made in the next 30 days.

## Financial Update

Ms. Patel presented the ISA financial report including the budget comparison of 2004 to 2005. The revenues are on track at 41%. She stated a concern regarding application maintenance. Based on the trend it may run over budget. She suggested better managing some of the contracts and reprioritizing.

## ISA Report

Mr. Clifford asked Mr. Mockert to come forward, and the Board members individually thanked him for his service. Mr. Mockert thanked the board and wished them well with the new CIO.

Ms. Biddinger made a few comments on the ISA report, pointing out that the DAI team has been very busy, that the Standards committee should be bringing a few new standards forward shortly, and that CivicNet has been increasing revenue with new applications such as the online pet adoption for Animal Care & Control.



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Mr. Rodman wanted to clarify to the IT Board that the Treasurer's Office employees referenced as being 'totally dedicated to this task' in the ISA Report actually have additional duties that they perform.

Mr. Poulakidas advised the IT Board on the six contracts for signature, and that with the selection and approval of a new CIO the authority to sign contracts would be reinstated. Therefore, the only contract that needs formal approval at the meeting is Resolution 05-14. A motion was made to approve Resolution 05-14. The motion was seconded and passed unanimously.

Mr. Gibson, Netwise, addressed the IT Board and introduced his student interns. He stated that due to his partnership with NG, this is the first year the company has had the capacity to have student interns.

The June 21, 2005 IT Board meeting adjourned at 11:00.

**ISA Report**  
To the IT Board  
July, 2005

**ISA Operations Group** The team focused on working with NG to identify customer-priority projects to move through the process toward completion as quickly as possible. Root Cause Analysis reports and Siebel ticketing issues took a great deal of time and is not yet finished. Accurate SLR reporting and analysis is still a high priority and takes a great deal of time as it is still being done manually at the present time.

ISA Service area 1 and 2 managers participated in the July 28-29 Disaster Recovery Test with one manager working in Chicago and the other manager working at the local recovery site. They were able to understand the issues, problems and successes of the exercise which will be reported in more detail later in this report.

The Telephone Operations area has a new staff member, Dan Maxwell, who is quickly coming up to speed on our environment to help us give our customers quicker service.

Through the month of June, Northrop Grumman continued to expand the infrastructure tools in order to be more responsive needs of the City/County.

The focus on SLR does continue to be an on-going, day-by-day performance process. Compared with May SLR reports, performance against SLRs decreased in two elements: New User Account Administration (58.41%, down from 78.85%); and Terminate User Account (68.97% down from 76.67). Privilege Changes were unchanged from May reports, while Password Resets and Disable Accounts SLRs improved. Account Administration SLRs (which were identified as a problem last month) continues to be the focus of our attention. NG has committed one additional full time and one part-time Help Desk resource to Account administration tasks in order to address this issue.

Incident Resolution SLRs improved over the May performance figures, with both Severity 1 and Severity 2 achieving 100%. Both Severity 3 and Severity 4 SLRs improved (Sev3 up to 64.63% from 53.50%, Sev4 up to 73.97% from 43.55 %.). Additionally, our desktop Deployment SLR (1-10) improved from 79% to 100%.

An upgrade to Siebel released into production Analytics, the Siebel report writer. This application provides a much-improved view into ticketing data, and should allow NG to become more pro-active in managing performance against SLRs.

The Siebel Root Cause Analysis report has resulted in a weekly call to address the 15 issues that are important to enabling the full functionality of the Siebel tool.

In the month of June, Northrop Grumman brought a Siebel tool expert from another NG project to perform an analysis of the implementation and processes to ensure a best practices implementation. This NG resource provided valuable input to our specific implementation which will be realized in improved SLR metrics during the month of July,

Northrop Grumman in conjunction with ISA has brought a Project Manager on site for the purpose of getting the asset database to 95% accuracy on the legacy assets. While the new assets deployed since the start of the Northrop Grumman engagement are required to be at 98% accuracy, the legacy assets are estimated to be below 70% accuracy. A project for Asset Management has been established to produce two priorities: 1.) Establish the framework, policies, procedures, methodology and definitions related to asset management and 2.) Develop the plan to assess the existing inventory and maintain a verification of these assets deployed within the City/County. This project will identify uniform policies and enforcement as the way forward to achieving and maintaining the 95% accuracy level. Once the Project has the policies and enforcement identified, a physical audit will be required to quickly get the 95% level of accuracy desired.

Hewlett Packard OpenView (HP OpenView) is a network-based product to sample the health of all network-connected devices and send health reports for technical staff review. This product has been installed on the City/County network and is monitoring network and server events on a proactive basis. A Fit/Gap analysis has been underway for the month of June and results will soon be presented to ISA. Sample reports for SLR and performance measurement have been demo'd to ISA.

The Administration area of the help desk, enabling new user accounts has also been a focus area for improvement the past month. New help desk agents have been added to staff to assist in this area and improvement is being realized

The remaining SLR's for Service Area's 1 and 2 were met. There are about 20 SLR's that will be reported with the HP Openview implementation. There are also a few that require e-service implementation. This feature has been ready for the past month however communication needs to be sent to the users on how to interact with the function. There are also a few SLR's to will be reported only on a six-month frequency as the Disaster Recovery tests are performed. A test was performed in late June which should supply the initial data for these metrics.

Service Area 3, Application Services, continues to perform in terms of ticket processing and Service Level Requirements (SLR). They hit 100% of the Problem Ticket Response and Resolution requirements for the third consecutive month.

The following milestones have been developed and are now in the ISA review process:

1. Operations Standards and Procedures Final
2. Disaster Recovery Plan
3. Change Management Procedure
4. Project Estimating Methodology

Two contract milestones are being deferred. These are the Technology Refresh Plan, which is dependent on an accurate asset data, and the Technology Plan, which is dependent on the Information Technology Strategy. NGC is working with ISA on these milestones, as plans need to be in place for future technology deployment. A re-scoping of these plans seems to be the favored approach so that something of value can be delivered rather than wait.

During this month, Northrop Grumman dedicated significant resources to the development of deliverables. These deliverables include:

- Desktop Images Plan
- Server Consolidation Plan

A Change Management “Brainstorming” session has been scheduled for the month of July between the management teams of ISA and NG. NG will bring in a specialist within the change management practice to assist in this session.

### **Application Services**

The NG Application Services group met 100% of the established Service Level Requirements (SLR) in the Proposal Delivery, Project Deliverables, Problem Response and Resolution areas. There was no data to report in the Project Estimation and Customer Satisfaction areas.

SLR Description	Target	Actual
<b>8.1 Project Estimation Methods</b>	<b>100%</b>	<b>100%</b>
<b>8.2 Project Estimation (Act. vs. Est.)</b>	<b>+/- 15%</b>	<b>N/A</b>
<b>8.3 Proposal Delivery</b>	<b>95%</b>	<b>100%</b>
<b>8.4 Project Deliverables</b>	<b>90%</b>	<b>N/A</b>
<b>8.5 Customer Satisfaction</b>	<b>90%</b>	<b>N/A</b>
<b>9.x Problem Response</b>	<b>95%-98%</b>	<b>100%</b>
<b>10.x Problem Resolution</b>	<b>95%-98%</b>	<b>100%</b>

## June – SLR Results

The Siebel ticket recaps follow:

June

SIEBEL Queue	Opened	Resolved	Cancelled
3 <sup>rd</sup> Party	118	115	0
Client Server	16	13	4
DBA	7	9	0
Web	3	4	1
<b>Total Tickets</b>	<b>144</b>	<b>141</b>	<b>5</b>

Year to Date

SIEBEL Queue	Assigned	Cancelled	Closed	Hold	Resolved	Total
3 <sup>rd</sup> Party	17	51	378	3	112	561
Client Server	4	12	72	3	13	104
DBA	5	2	41	3	9	60
Web	8	5	46	0	3	62
<b>Total Tickets</b>	<b>34</b>	<b>70</b>	<b>537</b>	<b>9</b>	<b>137</b>	<b>787</b>
	4.3%	8.9%	68.2%	1.1%	17.4%	

### DAI Activity

Due to the JUSTIS .net project schedule currently indicating the ISA Development and Test Environments not being ready for use until the end of this year, the Marion County Clerk and Superior Court asked DAI if there were any alternatives. DAI indicated they could create downsized Development and Test Environments at an offsite facility and begin working on Phase 0 and Phase 1 of the project by July 15th. The Clerk, the Court and Don Banning, the new ISA CIO, approved this alternative. This approval was given on June 28, 2005. On July 8th, DAI began working on Phase 0 and have already established downsized Development and Test environments for JUSTIS.net. They have downloaded copies of 95% of the source code from the current JUSTIS I and JUSTIS II applications and 75% of the current production databases. Once this is completed, over the next few days, they will begin work on Phase I (porting the source code to VB.NET). Due to the downsized environments, DAI has committed to having Phase I completed by the end of this year. This will put them two months ahead of schedule when the actual ISA Test and Development Environments are ready for use. DAI has purchased and created these temporary environments (hardware and software) and are performing the work on Phase 0 and Phase I at no additional cost to the City/County.

DAI also provides support for the Property, CAMA, HR Payroll, Purchasing, and the JUSTIS applications. For the 6th consecutive month, DAI has not had a single complaint from the many users they support.

## June Totals

SIEBEL Queue	Tickets
Opened	179
Resolved	144
Ongoing	35

## Total to Date:

SIEBEL Queue	Tickets
Opened	671
Resolved	588
Ongoing	82

### Disaster Recovery Test Details

In June Northrop Grumman and ISA staff members performed an IT/Data Disaster Recovery test of the Mainframe environment utilizing our SunGard hot site in Wood Dale, Illinois and the SunGard cold site on Kentucky Avenue in Indianapolis. For this test we had a 48-hour window beginning at 08:00am on June 28 and ending at 08:00am on June 30.

The test was conducted in two phases. The first phase consisted of replicating the City/County Mainframe computing environment utilizing a SunGard mainframe environment in Wood Dale IL. For this test the restoration point was the prior Sunday. The second phase covered the validation of the restored data, by various departments within the City/County customer community. Their validation process covered a 6-hour window, which began the second day of the test. The customer validation took place at the local SunGard facility located on Kentucky Ave.

#### Test Facts:

- To facilitate the data recovery phase of the test we mounted approximate 525 mainframe tapes. These tapes contained the operating system, production, test, and quality data.
- We restored data for the 13 production CICS regions.
- It took approximately 11.5 hours to recover the data and forward recover to facilitate customer testing.
- To facilitate phase two of the test, 40 terminals were configured at the local recovery site.
- Approximately 50 customers and support staff were invited to participate in the data validation portion of the test. Of those 50 people, about half attended and tested their applications.
- Overall the test was successful and NG received positive feedback from the customers who participated.

### **Business Relationship Management Division:**

As defined in last months report, the "emergency" assignment plan is still in place. The staffing situation has been alleviated somewhat by the return of one BRM who was out because of medical issues. The BRM division has approximately 80 major activities or projects active at this time. These activities fall into four areas: Project management, Project monitoring/assistance, Application research, and General research. In addition to working on customer initiatives, the division hopes to re-initiate activity on internal processes and procedures.

### **Training & Communications:**

A successful "brown bag" session was held on June 23rd for interested City County staff on the Pictometry application. The session was presented by Layne Young. Another "brown bag" is scheduled for July 28th. Other T&C activities have been placed on hold in order for staff to concentrate on BRM activities.

### **Program Management Office/GIS Projects Highlights**

#### **PMO:**

**MAC:** Work has been completed by outside vendor to re-establish Siebel prod/test environment, fix or identify workflow issues, develop SAGA integration with Siebel and enhance the Web Portal. A date for these enhancements to be moved to production is being worked out by MAC.

**State-wide Voter Registration:** Implementation of the new State system into Marion County. PM oversight with technical discussions on state presented options: concerns over Microsoft SP2 and GIS integration are being evaluated.

**JUSTIS:** Providing PM oversight with Technology impact, Procurement, Risk teams and infrastructure. Updates will be presented to IT Board.

**Property Replacement Project (Phase 2):** --RFP has been released. Bidder responses are due July 25.

**Public Defender Rewrite:** Admin system is in final user acceptance testing (UAT)

**Wireless Pilot:** Further testing and review of Funk client & other issues underway. Memorandum of Understanding for MECA still pending

**Indianapolis Fleet Service (IFS):** Working with BRM Task plan being developed to bring IFS into scope.

#### **GIS:**

**Internet Data Viewer:** Phase III rollout --replaces desktop software with Internet access to GIS data

**Registered Organizations/Notification:** An application to replace the current on-line registered neighborhood organization database application will include generation of notifications to community organizations, Councilors, schools and religious organizations.

**Polling Place Locator:** Upgrade the Polling Place Locator application to ASP.NET and improve performance and reliability.

**MyNeighborhood Application:** Completion of user interface for MyNeighborhood application (a replacement for the current Government Profile application). DMD is designing the front end look and feel.

**MapWizard Application:** Phase I Intranet wizard to create high quality custom maps without desktop GIS or experience.

**Ad-hoc Mapping Requests:** Create and print large format maps as requested by various City/County agencies. Assist with cartographic review of user projects.

**EOC Staffing:** The GIS Team provides staff round the clock when the Emergency Operations Center is activated (currently for Black Expo).

**Provide Master Address Database (MAD):** administration which involves resolving discrepancies, adding addresses, and enhancing the address types.

**HR ePAR:** Electronic Personnel Action Request form for Human Resources

**Crime Lab:** Central Repository Crime Lab wants to work with IPD to establish a central repository for digital pictures.

**Public Defender Juvenile Case Management:** Public Defender needs a couple of statistical queries written.

### **Application Development & Internet Project**

**Supervisory Special Forms:** Build an online version of the IPD Supervisory Special Forms; into a single concise form.

**Online Forms System:** IFD requested an intranet application that allows for a series of forms to be completed by firefighters.

**Training System:** City Human Resources requested an online training system to allow employees to register for training classes.

**VOCA Database:** Automate the Victims Advocate and Child Interviewer VOCA data entry/reports.

**DPW Enhancements:** DPW wanted to add some enhancements to their intranet website.

Cooperative Extension Site: Cooperative Extension Services wanted a presence on the [www.indygov.org](http://www.indygov.org) site.

**Clean Streams Site:** Convert the Clean Streams site to CMS.



## Service Level Report Period Ending June 30, 2005



Service Level	Description	Performance Target	Actual/Risk	Remarks
<b>Help Desk</b>				
<b>Help Desk Availability</b>			<b>100%</b>	
	Response Time		<b>90.62%</b>	
	Speed to Answer	90% within 60 seconds	<b>90.62%</b>	
	Call Abandonment Rate	98% less than or equal to 2%	<b>1.57%</b>	
	E-mail Response Rate	98% within 1 hour	<b>100%</b>	
<b>Incident Resolution</b>				
	First Call Resolution	Resolution on first call of Help Desk resolvable issues 75%	<b>81.65%</b>	
<b>Incident Closure</b>				
	Incident Closure Notice (via e-mail)	98% within 20 minutes		To be implemented (with e-Service)
	Root Cause Analysis	99% have monthly written reviews for Sev 1 and Sev 2	<b>100%</b>	
	Recurring Problem	Less than 2% reopened	<b>&lt;1%</b>	
<b>Account Administration</b>				
	New User Accounts (up to 5 per request)	99% within 2 business days	<b>58.41%</b>	
	New User Accounts (6-20 per request)	99% within 3 business days	<b>N/A</b>	
	Password reset	90% within 15 minutes	<b>96.10%</b>	
	Password reset	100% within 45 minutes	<b>99.24%</b>	
	Privilege Changes	95% within 2 business hours	<b>7.38%</b>	
	Disable User Account	99.9% within 30 minutes	<b>40%</b>	
	Terminate User Account	98% within 4 hours	<b>68.97%</b>	
<b>Service Areas 1 and 2</b>				
<b>Incident Resolution</b>				
	Severity 1 - Time to resolve	95% within 1 business hour	<b>100.00%</b>	
	Severity 2 - Time to resolve	98% within 4 business hours	<b>100.00%</b>	
	Severity 3 - Time to resolve	98% within 12 business hours	<b>44.30%</b>	
	Severity 4 - Time to resolve	98% within 16 business hours	<b>52.63%</b>	
<b>Deployment</b>				
	Urgent request, single install	95% within one business day	<b>N/A</b>	
	1-10 in a single request	92% within 10 business days	<b>81.25</b>	
	Over 10 in single request	92% within period agreed upon	<b>N/A</b>	
<b>Equipment Moves (IMAC)</b>				
	Urgent request, single install	98% within 4 hours	<b>0.00%</b>	
	1-10 (with 5 business days notice)	95% within 1 day of scheduled	<b>N/A</b>	
	Over 10 in a single request	95% within project plan	<b>N/A</b>	
<b>Service Area 1 (Mainframe)</b>				
<b>General System Availability</b>				
	Mainframe Online Systems	99.90%	<b>100.00%</b>	
	Mainframe Production Sub-systems	99.90%	<b>100.00%</b>	
	Mainframe Development Sub-systems	99.90%	<b>100.00%</b>	
	Mainframe Critical Application	99.90%	<b>100.00%</b>	
	Production UNIX Servers	99.90%	<b>100.00%</b>	
	Production UNIX Critical Applications, Middleware and Databases	99.90%	<b>100.00%</b>	
	Production Intel Servers	99.90%	<b>99.56%</b>	
	Production Intel Critical Applications, Middleware and Databases	99.90%	<b>100.00%</b>	
	Production Messaging Servers	98.00%	<b>100.00%</b>	
	EOC Common Shared Server	98.00%	<b>100.00%</b>	
	Infrastructure including LAN			
	Shared Storage Systems	98.00%	<b>100.00%</b>	
	QA/Test Systems and Servers	95.00%	<b>100.00%</b>	
	Development Servers	90.00%	<b>100.00%</b>	
	Internet Server (outbound)	98.00%	<b>100.00%</b>	
	Extranet Servers (inbound)	98.00%	<b>95.68%</b>	



## Service Level Report Period Ending June 30, 2005



Service Level	Description	Performance Target	Actual/Rick	Remarks
<b>Application Platform Online Response Time</b>				
	Mainframe Production Systems (CICS, IMS, DB2)	98% <= 1.0 sec	96.45%	NG responsible for measurement only
	Mainframe Production Systems (CICS, IMS, DB2)	98.5% <= 1.5 sec	98.06%	NG responsible for measurement only
	Mainframe Production Systems (CICS, IMS, DB2)	99% <= 2.0 sec	98.69%	NG responsible for measurement only
	Mainframe Production Systems (Critical Applications)	98% <= 1.0 sec	96.45%	NG responsible for measurement only
	Mainframe Production Systems (Critical Applications)	98.5% <= 1.5 sec	98.06%	NG responsible for measurement only
	Mainframe Production Systems (Critical Applications)	99% <= 2.0 sec	98.69%	NG responsible for measurement only
<b>Batch Processing</b>				
	Schedule Production Batch	Per Schedule	99.0%	100.00%
	Demand Production Batch - Job Req	Per request	1 hour	100.00%
	Test Batch - Submitted Jobs	Per request	1 hour	100.00%
	Emergency Requests	Per request	15 minutes	100.00%
<b>Report Distribution/Output Delivery</b>				
	Mainframe Print Critical Report	Daily print <= 1 hour	99%	100.00%
	Mainframe Print Non-critical Report	Daily print <= 2 hour	99%	100.00%
	Remote Output Delivery	Per schedule	98%	100.00%
<b>System/server Administration</b>				
	Capacity/Performance Monitoring	<= 1 hour notification of event	99.8%	100.00%
	Capacity/Performance Planning	Monthly analysis reports	98.0%	100.00%
	Server and storage capacity change	+/- 10%		100.00%
<b>Restoration Services</b>				
	Critical Restore Requests	3 hours	99%	N/A
	Non-critical Restore Requests	2 days	99%	50.00%
<b>Service Area 1 (Networks)</b>				
<b>Server Availability</b>				
	Production Windows Servers		99.90%	99.97
	Production Messaging Servers		99.90%	99.98
	LAN's		99.90%	100
	Shared Storage Systems		99.90%	100
	QA/Test Systems and Servers		95.00%	97.7
	Internet Server (Outbound)		99.90%	100
	Extranet Servers (Outbound)		99.90%	95.68
<b>Deployment - New Server</b>				
	New Server	5 business days	95%	100.00%
<b>Network Availability</b>				
	Router Availability		99.80%	100.00%
	VPN Availability		99.80%	100.00%
	IP Dial Availability		99.80%	100.00%
	Local Loop to Carrier POP		99.80%	100.00%
	Carrier POP DSU/CSU	Carrier responsibility	99.8%	100.00%
<b>Capacity/Performance Management</b>				
	Capacity/Performance Monitoring		95.00%	100.00%
	Capacity/Performance Trend		95.00%	100.00%

### Service Area 3 (Application Maintenance)

#### Application Maintenance and Support



## Service Level Report Period Ending June 30, 2005



Service Level	Description	Performance Target	Actual/Risk	Remarks
	8.1 - Project Estimation Methods		100.00%	
	8.2 - Project Estimation Accuracy	+/- 15%	<b>100.00%</b>	No projects requiring estimates have been approve
	8.3 - Proposal Delivery	<= 5 days 95%	<b>N/A</b>	
	Severity 1 - Time to Respond	95% within 1 business hour	<b>100.00%</b>	
Incident Response	Severity 2 - Time to Respond	98% within 2 business hours	<b>N/A</b>	No Severity 1 tickets during June.
	Severity 3 - Time to Respond	98% within 4 business hours	<b>100.00%</b>	
	10.x		<b>100.00%</b>	
Incident Resolution	Severity 1 - Time to Resolve	95% within 4 business hours	<b>N/A</b>	No Severity 1 tickets during June.
	Severity 2 - Time to Resolve	98% within 8 business hours	<b>100.00%</b>	
	Severity 3 - Time to Resolve	98% next business day	<b>100.00%</b>	



# City of Indianapolis/Marion County IT Board

## NG CONTRACT COMPLIANCE PRESENTATION

July 19, 2005





# Overview



- ❑ **CIO thoughts**
  - ❑ **Compliance advances**
  - ❑ **Compliance challenges**
  - ❑ **Milestones**
  - ❑ **Service Level Requirements**
- 





# CIO Thoughts



- ❑ **Communication challenges**
- ❑ **NG staff turnover**
- ❑ **PMO and BRM functions have changed**
- ❑ **NG contract has extensive and complex milestones for ISA to manage**
- ❑ **Studies show some ISA contract compliance challenges not uncommon**





# Compliance Advances



- ❑ **Good faith effort to provide deliverables**
  - ❑ **More NG staff added with plans to add more by end of July**
  - ❑ **Server consolidation plan delivered**
  - ❑ **Improvements in Prosecutor's Office desktop support**
  - ❑ **HP Openview**
- 





# Compliance Advances (cont.)



## □ Disaster Recovery





# Compliance Challenges



- ❑ **Compliance is labor intensive**
  - ❑ **Siebel Help Desk software**
  - ❑ **Communications Plan**
  - ❑ **Image Management**
  - ❑ **User-based security requests**
  - ❑ **Desktop support**
  - ❑ **SLRs and Milestones**
- 





# Service Level Requirements



## □ Top Three Deliverables

- Mainframe Production Systems 100% Availability
- Production Intel Critical Apps 99.9% Availability
- First Call Resolution 81.7%

## □ Top Three Challenges

- User ID Privilege Changes within 2 Bus Hrs 7.38%
  - Emergency Disable User Account 40%
  - Severity 3-Normal Resolve in 12 hrs 44.3%
-



# Milestones



## □ Top Three Deliverables

- Good faith effort to deliver by 7/1 due date
- Retaining consultant to do satisfaction surveying in next 90 days
- Many of the 6 milestones still due are in process

## □ Top Three Challenges

- Deliverables developed by onsite staff lack best practices
  - Milestone development (in-house) takes staff away from improving SLR attainment
  - Most 7/1 milestones delivered past draft due date which rushed review process.
- 





# 30-Day Goals



- ❑ **Improve Siebel reporting process**
  - ❑ **Spend fewer hours on reports**
  - ❑ **Improve SLR's and Milestones**
  - ❑ **Try to have NG Program manager hired**
  - ❑ **Contract Credit Strategy**
- 

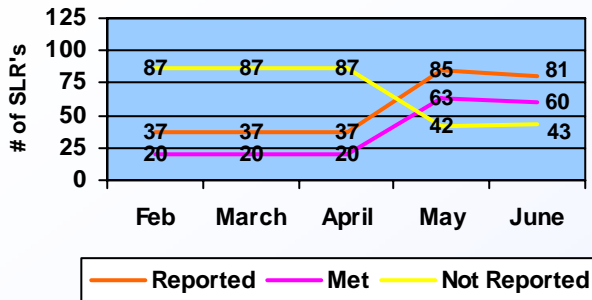




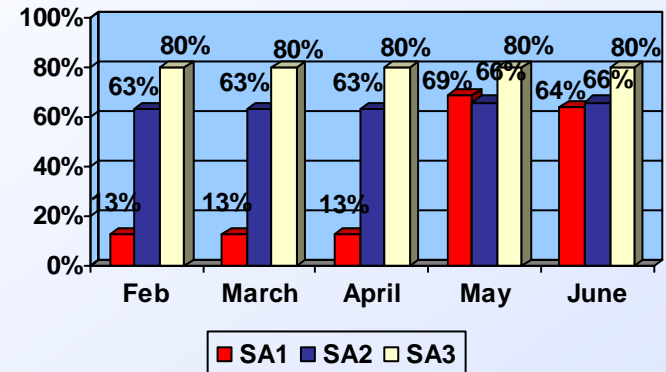
# YTD Summary of NG Contract Performance



SLR Performance - All Service Areas



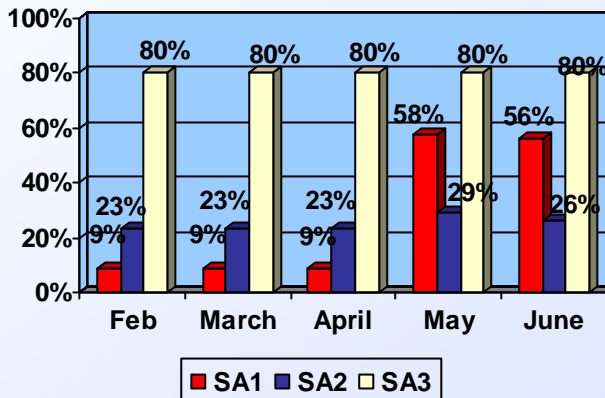
SLR's by Service Area (% Reported only)



Total # of SLR's by Service Area per the contract  
 SA1 = 84 SLR's, SA2 = 35 SLR's, SA3 = 5 SLR's

SLR's being reported by all 3 service areas remained relatively the same.

SLR's by Service Area: % Met of Total



Attainment remained at the same levels as the June report.



# YTD Summary of NG Contract Performance



Milestone Summary:	Total	Credits Banked
Milestones due by July 1 per contract / credits banked prior 7/01 ( <i>\$ figure adjusted 7/1 to account for duplication &amp; change control</i> )	24	\$70,000
Milestones in change control	2	N/A
Milestones due July 1 <sup>st</sup>	11	N/A
Milestones due July 1 <sup>st</sup> – delivered	5	N/A
Milestones due July 1 <sup>st</sup> - not delivered	6	\$60,000
Milestones delivered & in review	3	N/A
<b>Total Accepted to date / Total credits to date</b>	<b>13</b>	<b>\$130,000</b>

5 of 11 milestones due in July were on time, which is an improvement over past performance. 2 have been accepted and 3 are still in review by ISA. 2 milestones are being considered for change of scope.

Quality was slightly better, but there was little ISA input into the work, which resulted in expectations not being met completely. With additional NG corporate mgmt presence, cooperation with ISA has shown signs of improvement.



# Action items due last period



## HP OpenView

NG Expert delivered first report regarding gap between the product installed and SLR reporting.

## Lex – Asset Management

Per ISA request, the NG assigned a project manager is making progress and working with ISA counterpart (Kevin Ortell) to finish project plan. Physical inventory likely.

## ISA/NG Customer Sat. Workshop

Two workshops were held. Results will be reported at next Board meeting.

## SA2 Root Cause Analysis

3 staff members will be added by the end of July as a result of this analysis. August security attainment should see an improvement in the August report.

## Infrastructure Projects

List cleaned up. There are 55 active projects. Investigation continues regarding inactive projects and process for committing to dates.





# NG Improvement Plan – Overall



## ✓ Improvements

- ✓ New Virginia based Account Manager assigned and often on site. Brings broader knowledge of NG resources
  - ✓ e.g. Change Management expert in next week for workshop
- ✓ Movement toward viewing challenges as larger issues as opposed to isolated incidents
  - ✓ e.g. Reporting and Siebel as barriers to SLR attainment
- ✓ Progress made on new program manager. 2 candidates have been interviewed. ISA fully involved.

## ✓ Issues

- ✓ Reports are still largely a manual process, leading to many hours of labor on both sides, inconsistencies and human error. Because reports are delivered 2 weeks into new reporting period, improvements are not obvious for 2 reporting periods.
- ✓ Project managers assigned to problem areas (3) are beginning to be overloaded
- ✓ Problems must be identified by ISA to spotlight them first. Requires management to ensure follow-through.





# Progress on NG Improvement Plan



- ❑ Action for next period:
- ❑ Improve Siebel reporting to reduce labor and mistakes
- ❑ Study inactive projects and refine request process
- ❑ Work on root cause analysis quality and its connection to improved SLR attainment
- ❑ Receive and review remaining 6 milestones due 7/01

Summary of NG contract SLR performance						
	Feb	March	April	May	June	Totals
<b>YTD Performance Penalties</b> <i>(based only on those SLR's being reported)</i>	\$97,280	\$97,280	\$85,120	\$97,280	\$103,360	\$480,320
<b>Max Penalty Charge Per Month</b> <i>(contract 10% cap)</i>	\$73,553	\$73,553	\$73,553	\$73,553	\$73,553	\$367,765
<b>Combined SLR and Milestone Penalties</b>						\$497,765





# Information Technology Board

Leading the way in enterprise-wide technology

## ISA Financial Report

This report describes the financial position of ISA in four areas: 2004 vs. 2005 Budget Comparison, Year to Date Revenue Statement, June 2004 vs. June 2005 Contract Comparison, and 2005 Application Maintenance and Support Expenditures.

### Budget comparison June 2004 vs. 2005

	2005 budget	YTD June 2005		2004 Budget	YTD June 2004	
Char 1 - Personnel & Fringes	3,214,142	1,423,650		2,576,497	1,031,809	
Char 2 - Supplies	72,301	15,381		76,216	32,961	
Char 3 - Other Services	26,806,601	12,410,865		30,882,820	13,154,134	
Char 4 - Capital & Equipment	112,167	13,282		141,787	42,642	
<b>Total*</b>	<b>30,205,211</b>	<b>13,863,178</b>	<b>46%</b>	<b>33,677,319</b>	<b>14,261,546</b>	<b>42%</b>

ISA expenditures for June 2005 totals \$13.8 Million or 46%. This includes payments to Northrop Grumman and DAI year to date. \*The 2005 budget and expenses include purchase orders in the amount of \$1.9M from 2004.

### 2005 June Year to Date Revenue

	Projected	June 05 Collected	Collected
<b>Charge back / Pass Through</b>			
City	\$13,213,242	\$6,175,328	47%
County	\$11,917,965	\$5,713,039	48%
Other (Outside Agencies)	\$115,437	\$131,090	114%
<b>Telephones</b>			
City	\$1,429,665	\$673,980	47%
County	\$939,070	\$419,528	45%
Other (Outside Agencies)	\$109,021	\$72,301	66%
<b>IMAGIS</b>	\$527,404	\$247,000	47%
<b>Misc Revenue</b>	\$ -	\$3,360	
<b>Total Revenue</b>	<b>\$28,251,804</b>	<b>\$13,435,626</b>	<b>48%</b>

ISA has collected \$13.4 Million dollars or 48% of our projected revenue for YTD June 2005, which includes payments received for the 4<sup>th</sup> quarter 2004 billings. Quarterly reports have been sent to the Controller's and Auditor's Office by Department or Agency.



# Information Technology Board

Leading the way in enterprise-wide technology

## June 04 vs. June 05 Contract Comparison

Actual Cost	June-04	June-05	Variance
ACS	\$5,605		
Northrop Grumman DAI (Mainframe Only)		\$4,867 \$275	
Total	\$5,605	\$5,142	\$463

**Please note:** The YTD June 2004 expenses for ACS totaled \$5,605 million. This expense for ACS does not include the following:

- A). The cost for the Business Consultants (currently reclassified as Business Relationship Managers within ISA).
- B). Any Pass through charges & New Application Development. (In 2005 no new application dollars budgeted.)

It does **however**, include the cost for Maintenance and Support. In 2004 the contractual dollars allocated for Application Development included Maintenance & Support along w/ New Development. This breakdown was 75% for Maintenance and Support and 25% for New Development for 2004. Prior to 2004, the split was more 50% for Maintenance and Support and 50% for New Development.

Based on the chart above there is a contract savings of \$463K for year to date 2005, and based on this trend, we are projecting a contract savings of approximately \$926K by the end of calendar year 2005.

## 2005 Application Maintenance and Support Budget

YTD June 05					
	Budgeted Dollars	June 05 Dollars Spent	Budgeted Hours	June 05 Hours Spent	Percent Used
City	\$732,792	\$312,938.00	11,273	4,814	42.70%
County	\$369,863	\$240,019.00	5,690	3,692	64.90%

The chart above shows the hours and dollars budgeted for the City and County for Application Maintenance and Support. We currently should be at 50% for both the City and County budget at the end of June 2005. We need to monitor and prioritize our projects and enhancements so that funding is still available for support through out this year. Based on current spending trends, the County will exceed its budget for application maintenance & support by \$110,110.

### Definition:

**Application Support** – Bug or performance tuning of an existing application.

**Maintenance** – Enhancement of an existing system.



**ENHANCED ACCESS REVIEW COMMITTEE / IT BOARD**

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**CIVICNET DIRECTOR'S REPORT**  
*June 2005*

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## CIVICNET HIGHLIGHTS

*Reminder: Financial data is reported on a one-month delay. This means that financials for June 2005 will be detailed in the report distributed in August 2005.*

CivicNet service usage continued to be strong in June, with city/county funds collected through the portal reaching nearly \$1.75 million during the first half of 2005, and transactions showing an increase of 16% over the same period in 2004.

CivicNet has made great progress connecting Franklin Township Schools to the Juvenile Justice Information Sharing System (JJISS). Franklin Township hosts multiple databases for their schools records requiring extension data conversion. JJISS is a Web-based communication sharing service providing instant online juvenile information sharing anytime of the day or night between the Marion County Juvenile Courts, Indianapolis Police/Marion County Sheriff's departments, Division of Family and Social Services Administration (FSSA) and public schools.

The Division of Compliance is completing final testing on the property owner permitting service with an anticipated deployment in early July. This non-subscription service will allow property owners to apply for and receive structural remodeling and renovation permits through CivicNet. Customers will have access to the online permitting service 24/7, and the agency will benefit from reduced traffic as well as lower costs for office materials and printing.

CivicNet has begun development on the Treasurer's Office Bulk Data Search. This will assist with large customer requests for information that are currently processed manually. With budget constraints, the Treasurer's Office is looking for creative ways to enhance customer service without increasing costs.

Online Craft License Renewal is the next project for the Division of Compliance. Craft licenses expire at the end of this year and the agency is hoping to replicate the success they had from online General Contractor license renewals at the end of 2004.

Marketing is a important part of the service CivicNet provides the city/county, and June proved to be a very busy month. CivicNet worked extensively with DPW and ACCD to provide printed educational and promotional materials. To promote the new bulk property search, an online survey has been developed. Signage is also being created for IPD's Citizen Services to promote both online and in-person services offered.

### June at a Glance

Transactions .....	<b>36,871</b>
Subscribers.....	<b>2,670</b>
Statutory Funds Collected.....	<b>\$281,743</b>

### Project Highlights

JJISS: Wayne & Decatur Township Schools.....	<b>Deployed</b>
JJISS: Franklin Township Schools .....	<b>Testing</b>
Property Owner Permits .....	<b>Testing</b>
Treasurer's Office Bulk Search .....	<b>Development</b>

### Marketing

Clerk's Office Brochure .....	<b>Delivered</b>
Court Services Table Tents ...	<b>Delivered</b>
General Contractor Letter .....	<b>Delivered</b>
ACCD Brochure .....	<b>Delivered</b>
ACCD Ads/Legal Brochure...	<b>Delivered</b>
Division of Compliance Brochure...	<b>Development</b>

## ACTIVE PROJECTS 2005

<i>PROJECT</i>	<i>AGENCY</i>	<i>NOTES</i>	<i>STATUS</i>	<i>DATE</i>
Electrical Permit Upgrade	Division of Compliance	Upgrade options to prevent permit cancellations from user errors. Deployed 1/4/05.	Deployment	06/30/05
Civil Court Searches Upgrade	Marion County Clerk's Office	Add back button feature to prevent double billing by individual browsers. Deployed 1/12/05.	Deployment	06/30/05
Permit Billing EOM reports	Division of Compliance	Enhancement to existing service for billing reports to generate automatically. Deployed 1/13/05.	Deployment	06/30/05
MCSD Real Estate List Sold properties	MCSD	Provide list of properties sold from each month foreclosure list. Deployed 1/18/05.	Deployment	06/30/05
Property Search Upgrade	Marion County Treasurer's Office	Provide back button feature to prevent double billing by individual browsers. Deployed 1/31/05.	Deployment	06/30/05
Online Animal Care and Control Donation	Animal Care and Control	Generate automatic list of donor's for EOM report. Deployed 2/8/05.	Deployment	06/30/05
Bid Package Download Admin Screens	Purchasing Division	Develop admin screens for link to bids that are available online. Deployed 2/17/05	Deployment	06/30/05
Marriage License Upgrade	Marion County Clerk's Office	Provide one link to search mainframe and database. Deployed 2/21/05.	Deployment	06/30/05
Criminal Court Records Upgrade	Marion County Clerk's Office	Provide back button feature to prevent double billing by individual browsers. Deployed 2/21/05.	Deployment	06/30/05
Online Inspection Request – Master	Division of Compliance	Provide online request for permit inspection. Deployed 4/5/05	Deployment	06/30/05
Special Permits Upgrade	Controller's Office	Migrate to the new version of the service and move to SSL. Deployed 4/18/05	Deployment	06/30/05
JJISS Expansion – Wayne Township Schools	Juvenile Justice	Expand Juvenile Justice Information Sharing System to Wayne Township Schools. Deployed 5/16/05.	Deployment	06/30/05
JJISS Expansion – Decatur Township Schools	Juvenile Justice	Expand Juvenile Justice Information Sharing System to Decatur Township. Deployed 5/23/05.	Deployment	06/30/05
Property Owner Permits Online	Division of Compliance	Allow property owners to submit request and receive permits online.	Testing	06/30/05
JJISS Expansion – Franklin Township Schools	Juvenile Justice	Expand Juvenile Justice Information Sharing System to Franklin Township.	Testing	06/30/05
CivicNet homepage merger with IndyGov	ISA	Merge CivicNet services with the IndyGov services page.	Development	06/30/05

<i><b>PROJECT</b></i>	<i><b>AGENCY</b></i>	<i><b>NOTES</b></i>	<i><b>STATUS</b></i>	<i><b>DATE</b></i>
Online Pet Adoption	Animal Care and Control	Provide service for online pet adoption and fee collection.	Initiating	06/30/05
Bulk Property Look Up	Treasurer's Office	Provide bulk property look up for large customers through a batch service. Requests are currently processed manually by Treasurer's staff.	Initiating	06/30/05
Craftsman License Renewal	Division of Compliance	Allow online license renewal for craftsman.	Initiating	06/30/05

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## **PENDING/ON-HOLD PROJECTS**

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<i><b>PROJECT</b></i>	<i><b>AGENCY</b></i>	<i><b>NOTES</b></i>	<i><b>STATUS</b></i>	<i><b>DATE</b></i>
Property Tax Payments	Treasurer's Office	Online property tax payments.	On Hold	06/30/05
Oversize/Overweight Permits	Division of Compliance	Provide online request and approval for permit.	TBD	06/30/05
Recorded Document Look up/Retrieval	Recorder's Office	Service Request Approved 3/13/03. Agency agreements pending.	On Hold	06/30/05
Permit Expiration Notification	Division of Compliance	Provide notification to contractors on expiration of open permits.	TBD	06/30/05
Downloadable 911 Call Recordings	MECA	Initial requirements gathered. Internal dependencies to determine project going forward.	On Hold	06/30/05
Online Child Support Payments	Clerk's Office	Provide 24 hour service for online payments via credit card.	On Hold	06/30/05
Tax Sale	Auditor's Office	Provide tax sale property information for sold properties by parcel number.	TBD	06/30/05
Incident Reports Web Service	IPD	Connect to IPD through a Web service, replacing server upload.	On Hold	06/30/05
General Contractor Completion Card	Division of Compliance	Allow general contractors to submit completion cards online for permits received in the DOC office.	TBD	06/30/05
Environmental Court Fine Payments	Office of Corporation Counsel	Provide Web based service for fines and fees for Environmental Court.	TBD	06/30/05

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**CIVICNET FINANCIALS – MAY 2005\***

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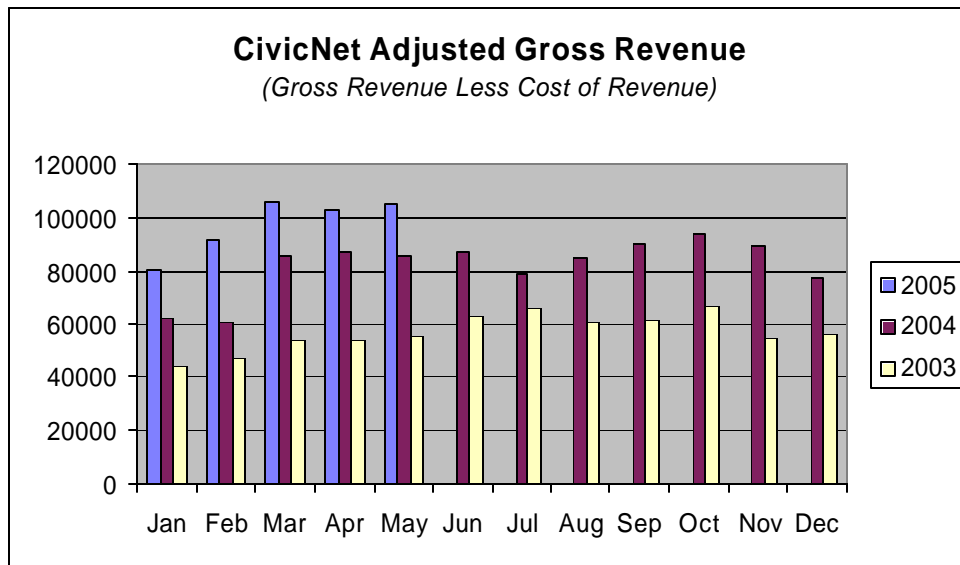
	<b>May 2004</b>	<b>May 2005</b>	<b>YTD 2005</b>
<b>Revenues</b>	\$95,268	\$118,890	\$550,854
<b>Cost of Revenues</b>	\$9,704	\$14,075	\$65,605
<b>Adjusted Gross Revenue</b>	\$85,564	\$104,815	\$485,249
<b>Operating Expenses</b>	\$20,813	\$34,377	\$175,108
<b>Net Income/Loss – Before Taxes</b>	\$64,751	\$70,438	\$310,141
<b>Income Tax (Fed.,State,Deferred)</b>	\$14,791	\$32,556	\$130,050
<b>Net Income/Loss</b>	\$49,960	\$37,882	\$180,091
<b>Enhanced Access Revenue Share</b>	\$1,711	\$2,096	\$9,705

**PLEASE NOTE:**

*\*Financial data is not available as early in the month as other stats, and is reported on a one-month delay. May 2005 financials are included in this report; financials for June 2005 will be reported in August.*

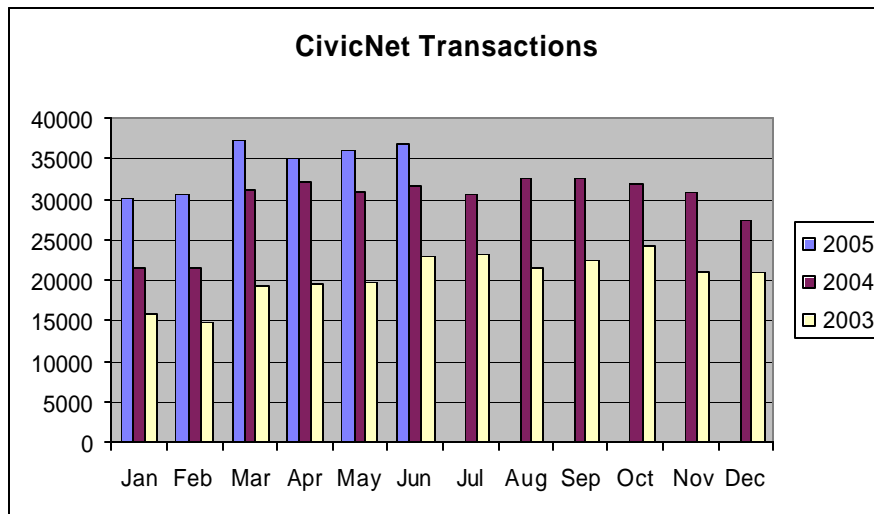
## CIVICNET ADJUSTED GROSS REVENUE HISTORY

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2005</b>	80617	91446	105752	102619	104815							
<b>prior month % change</b>	3.9%	13.4%	15.6%	-3.0%	2.1%							
<b>prior year % change (2003)</b>	30%	51.6%	23.8%	17.5%	22.5%							
<b>2004</b>	61779	60322	85436	87365	85564	87422	78678	84832	90264	93625	89564	77603
<b>prior year % change (2001)</b>	40%	28%	60%	63%	54%	39%	20%	40%	48%	41%	65%	38%
<b>2003</b>	44161	47125	53343	53698	55494	62754	65480	60696	60846	66538	54416	56071



## 2005 TRANSACTIONS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2005</b>	30175	30653	37259	35160	36057	36871						
prior month % change	10.1%	1.6%	21.6%	-5.6%	2.6%	2.3%						
prior year % change (2003)	40.4%	41.5%	19.2%	9.1%	16.3%	16.0%						
<b>2004</b>	21486	21660	31264	32215	31009	31785	30609	32637	32477	31860	30778	27408
prior year % change (2001)	34%	46%	62%	65%	57%	38%	32%	51%	44%	31%	46%	32%
<b>2003</b>	15987	14816	19295	19467	19756	22950	23251	21562	22554	24294	21052	20803



## CIVICNET TRANSACTION HISTORY

	1997	1998	1999	2000	2001	2002	2003	2004	2005
<b>January</b>		3,880	6,239	12,613	17,543	14,718	15,987	21,486	30,175
<b>February</b>		3,608	7,507	12,819	15,835	14,165	14,816	21,660	30,653
<b>March</b>		3,154	9,523	14,964	18,233	15,038	19,295	31,264	37,259
<b>April</b>		5,502	10,009	13,543	17,089	17,597	19,467	32,215	35,160
<b>May</b>		5,503	9,918	15,481	18,057	17,819	19,756	31,009	36,057
<b>June</b>		6,125	10,482	15,803	15,191	17,474	22,950	31,785	36,871
<b>July</b>		7,529	11,277	17,306	15,544	18,890	23,251	30,609	
<b>August</b>		6,875	12,264	19,269	19,114	20,407	21,585	32,637	
<b>September</b>		6,412	13,676	17,116	14,513	18,801	22,554	32,477	
<b>October</b>		7,539	13,628	17,437	18,627	22,387	24,294	31,860	
<b>November</b>		7,437	15,109	18,021	18,974	18,247	21,052	30,778	
<b>December</b>	4,813	6,375	12,656	13,776	12,248	15,056	20,803	27,408	
<b>Totals</b>	<b>4,813</b>	<b>69,939</b>	<b>132,288</b>	<b>188,148</b>	<b>200,968</b>	<b>210,599</b>	<b>245,810</b>	<b>355,188</b>	<b>206,175</b>
<b>Growth from prev. year</b>		<b>1353.1%</b>	<b>89.1%</b>	<b>42.2%</b>	<b>6.8%</b>	<b>4.8%</b>	<b>16.7%</b>	<b>44.5%</b>	

## 2005 TRANSACTIONS ~ ACTIVITY DETAIL

2005 ACTIVITY	Fee	May-05			June-05			Year -To-Date		
		Trans	Ci/Co Rev	CN Rev	Trans	Ci/Co Rev	CN Rev	Trans	Ci/Co Rev	CN Rev
<b>Criminal Court Services</b>										
Name Search Sub	\$2.00	11686	\$0.00	\$23,372.00	12461	\$0.00	\$24,922.00	67764	\$0.00	\$135,528.00
Name Search CC	\$3.06	433	\$0.00	\$1,324.98	512	\$0.00	\$1,566.72	3295	\$0.00	\$10,082.70
Case Summary Sub	\$5.00	2095	\$0.00	\$10,475.00	2436	\$0.00	\$12,180.00	13277	\$0.00	\$66,385.00
Case Summary CC	\$6.12	144	\$0.00	\$881.28	146	\$0.00	\$893.52	876	\$0.00	\$5,361.12
Party Booking Sub	\$5.00	144	\$0.00	\$720.00	159	\$0.00	\$795.00	855	\$0.00	\$4,275.00
Party Booking CC	\$6.12	19	\$0.00	\$116.28	41	\$0.00	\$250.92	185	\$0.00	\$1,132.20
<b>Total</b>		<b>14521</b>	<b>\$0.00</b>	<b>\$36,889.54</b>	<b>15755</b>	<b>\$0.00</b>	<b>\$40,608.16</b>	<b>86252</b>	<b>\$0.00</b>	<b>\$222,764.02</b>
<b>Civil Court Services</b>										
Case Summary Sub	\$5.00	3798	\$0.00	\$18,990.00	3671	\$0.00	\$18,355.00	20606	\$0.00	\$103,030.00
Case Summary CC	\$6.12	304	\$0.00	\$1,860.48	294	\$0.00	\$1,799.28	1736	\$0.00	\$10,624.32
Judgments Sub	\$3.00	1267	\$0.00	\$3,801.00	1115	\$0.00	\$3,345.00	6325	\$0.00	\$18,975.00
Judgments CC	\$4.08	46	\$0.00	\$187.68	33	\$0.00	\$134.64	272	\$0.00	\$1,109.76
Summons	\$1.00	1847	\$0.00	\$1,847.00	1705	\$0.00	\$1,705.00	10457	\$0.00	\$10,457.00
Tax Warrant	\$1.00	1231	\$0.00	\$1,231.00	1349	\$0.00	\$1,349.00	7561	\$0.00	\$7,561.00
Tax Satisfaction	\$1.00	604	\$0.00	\$604.00	663	\$0.00	\$663.00	3576	\$0.00	\$3,576.00
Traffic Tickets	varies	537	\$76,738.00	\$2,082.50	466	\$64,933.50	\$1,773.99	2977	\$414,016.00	\$11,316.86
Clerk's Office OTC System CC	varies	227	\$40,603.00	\$1,043.60	246	\$45,555.40	\$1,162.03	1564	\$281,105.20	\$7,216.39
<b>Total</b>		<b>9861</b>	<b>\$117,341.00</b>	<b>\$31,647.26</b>	<b>9542</b>	<b>\$110,488.90</b>	<b>\$30,286.94</b>	<b>55074</b>	<b>\$695,121.20</b>	<b>\$173,866.33</b>
<b>Permit Services</b>										
ROW	varies	457	\$22,922.20	\$1,652.00	469	\$28,048.00	\$1,696.00	2549	\$147,412.80	\$7,548.00
Electrical	varies	242	\$20,486.57	\$968.00	194	\$13,269.01	\$776.00	1245	\$112,058.10	\$4,120.00
Heating & Cooling	varies	384	\$11,060.02	\$1,536.00	511	\$14,941.24	\$2,044.00	2043	\$60,685.43	\$7,172.00
Plumbing	varies	206	\$7,144.88	\$824.00	170	\$9,124.30	\$680.00	1016	\$50,508.73	\$3,380.00
Sewer	varies	172	\$12,825.00	\$44.00	172	\$12,900.00	\$688.00	815	\$60,300.00	\$2,616.00
Electrical self-c tags	varies	6	\$1,383.00	\$18.00	8	\$2,258.00	\$24.00	35	\$8,454.00	\$105.00
Structural	varies	11	\$1,132.12	\$44.00	16	\$835.75	\$64.00	50	\$43.81	\$200.00
Master	varies	69	\$25,046.04	\$759.00	41	\$13,412.52	\$451.00	274	\$94,730.94	\$2,899.00
Div. of Compliance OTC System CC	varies	222	\$46,359.67	\$1,153.63	224	\$31,544.03	\$859.35	1230	\$215,859.98	\$5,571.78
General Contractor License Renewal	varies	8	\$1,950.00	\$63.48	4	\$1,040.00	\$33.04	137	\$30,020.00	\$1,019.62
<b>Total</b>		<b>1777</b>	<b>\$150,309.50</b>	<b>\$7,062.11</b>	<b>1809</b>	<b>\$127,372.85</b>	<b>\$7,315.39</b>	<b>9394</b>	<b>\$783,257.38</b>	<b>\$34,631.40</b>

<b>Property Information</b>										
Property Records	\$3.00	4868	\$0.00	\$14,604.00	4829	\$0.00	\$14,487.00	27157	\$0.00	\$81,471.00
Prop Records CC	\$4.08	477	\$0.00	\$1,946.16	486	\$0.00	\$1,982.88	2541	\$0.00	\$10,367.28
Prop Owner History	\$1.00	819	\$0.00	\$819.00	982	\$0.00	\$982.00	5199	\$0.00	\$5,199.00
Prop Owner Hx CC	\$2.04	135	\$0.00	\$275.40	159	\$0.00	\$324.36	812	\$0.00	\$1,656.48
Parcel History	\$1.00	157	\$0.00	\$157.00	151	\$0.00	\$151.00	904	\$0.00	\$904.00
Parcel Hx CC	\$2.04	24	\$0.00	\$48.96	32	\$0.00	\$65.28	172	\$0.00	\$350.88
MCSD Sale - Big	\$13.00	7	\$70.00	\$21.00	10	\$100.00	\$30.00	64	\$640.00	\$192.00
MCSD Sale - Small	\$3.00	8	\$16.00	\$8.00	3	\$6.00	\$3.00	47	\$94.00	\$47.00
MCSD Sale - Big CC	\$14.28	52	\$520.00	\$212.16	80	\$800.00	\$326.40	429	\$4,290.00	\$1,750.32
MCSD Sale - Small CC	\$4.08	23	\$46.00	\$47.84	19	\$38.00	\$39.52	137	\$274.00	\$284.96
MCSD Property Sold List	\$12.00	1	\$10.00	\$2.00	1	\$10.00	\$2.00	13	\$130.00	\$26.00
MCSD Property Sold List CC	\$13.26	16	\$160.00	\$52.16	10	\$100.00	\$32.60	81	\$810.00	\$264.06
<b>Total</b>		<b>6587</b>	<b>\$822.00</b>	<b>\$18,193.68</b>	<b>6762</b>	<b>\$1,054.00</b>	<b>\$18,426.04</b>	<b>37556</b>	<b>\$6,238.00</b>	<b>\$102,512.98</b>
<b>Police/Sheriff Reports</b>										
Limited Criminal History Report	\$15.00	320	\$3,200.00	\$1,600.00	148	\$1,480.00	\$740.00	1094	\$10,940.00	\$5,470.00
Incident-IPD	\$6.00	369	\$1,845.00	\$369.00	330	\$1,650.00	\$330.00	1847	\$9,235.00	\$1,847.00
Incident-IPD CC	\$7.14	87	\$435.00	\$186.18	51	\$255.00	\$109.14	429	\$0.00	\$918.06
Incident-MCSD	\$6.00	249	\$1,245.00	\$249.00	211	\$1,055.00	\$211.00	1482	\$7,410.00	\$1,482.00
Incident-MCSD CC	\$7.14	81	\$405.00	\$173.34	70	\$350.00	\$149.80	458	\$0.00	\$980.12
IPD OTC System CC	varies	244	\$19,333.50	\$635.55	220	\$17,012.00	\$630.94	1322	\$105,666.00	\$3,528.06
Accident - Sub	\$6.00	1421	\$7,105.00	\$1,421.00	1497	\$7,485.00	\$1,497.00	8349	\$41,745.00	\$8,349.00
Accident - IPD CC	\$7.14	45	\$225.00	\$45.00	44	\$220.00	\$44.00	272	\$1,360.00	\$364.34
Accident -MCSD CC	\$7.14	49	\$245.00	\$49.00	45	\$225.00	\$45.00	273	\$1,365.00	\$364.20
<b>Total</b>		<b>2865</b>	<b>\$34,038.50</b>	<b>\$4,728.07</b>	<b>2616</b>	<b>\$29,732.00</b>	<b>\$3,756.88</b>	<b>15526</b>	<b>\$182,156.00</b>	<b>\$23,302.78</b>
<b>Miscellaneous Services</b>										
Corp Counsel Parking Tickets	varies	345	\$8,400.00	\$519.90	278	\$6,497.50	\$413.51	1672	\$36,275.00	\$2,430.94
ACCD Online Donations	varies	1	\$5,945.00	\$216.82	0	\$0.00	\$0.00	1	\$5,945.00	\$216.82
ACCD OTC System CC	varies	96	\$1,025.41	\$24.59	101	\$5,743.80	\$217.90	646	\$32,246.21	\$1,210.01
Wayne Twp OTC System CC	varies	4	\$0.00	\$0.00	8	\$854.75	\$25.25	32	\$4,971.98	\$128.02
Wayne Twp EMS Training Registration	varies	0	\$0.00	\$0.00	0	\$0.00	\$0.00	22	\$3,076.03	\$83.97
<b>Total</b>		<b>446</b>	<b>\$16,250.41</b>	<b>\$762.51</b>	<b>387</b>	<b>\$13,096.05</b>	<b>\$656.66</b>	<b>2373</b>	<b>\$83,394.22</b>	<b>\$4,070.96</b>
<b>Subscription Revenue</b>										
New/Renewal	varies		\$0.00	\$5,525.00		\$0.00	\$0.00		\$0.00	\$25,265.00
<b>Grand Totals</b>		<b>36057</b>	<b>\$318,761.41</b>	<b>\$104,808.17</b>	<b>36871</b>	<b>\$281,743.80</b>	<b>\$101,050.07</b>	<b>206175</b>	<b>\$1,750,166.80</b>	<b>\$586,413.47</b>

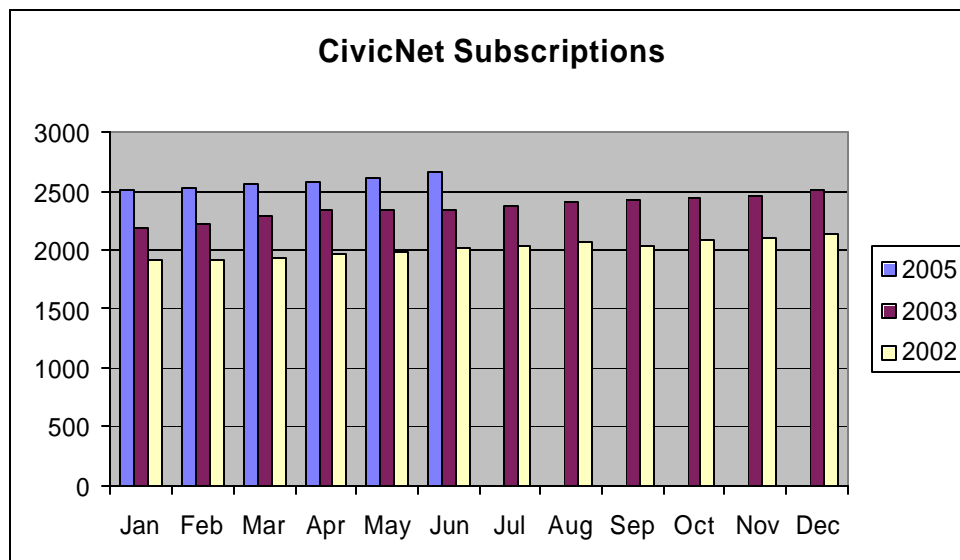
**Note: Shaded Ci/Co Revenue line items are not accounted as gross revenue by Civicnet**

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## 2005 SUBSCRIPTION TOTALS/HISTORY

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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2005</b>	<b>2509</b>	<b>2535</b>	<b>2565</b>	<b>2585</b>	<b>2615</b>	<b>2670</b>						
<b>prior month % change</b>	<b>0.2%</b>	<b>1.0%</b>	<b>1.2%</b>	<b>0.8%</b>	<b>1.2%</b>	<b>2.1%</b>						
<b>prior year % change (2003)</b>	<b>14.5%</b>	<b>13.6%</b>	<b>11.8%</b>	<b>10.7%</b>	<b>11.6%</b>	<b>14.0%</b>						
<b>2003</b>	2191	2232	2294	2335	2344	2342	2382	2411	2433	2447	2469	2505
<b>prior year % change (2001)</b>	14%	5.4%	5.4%	2.7%	4.1%	3.7%	2.8%	3.6%	2.3%	2.5%	3.6%	1.8%
<b>2002</b>	1917	1915	1943	1965	1987	2029	2046	2081	2044	2097	2114	2141




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## IN CLOSING

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Please don't hesitate to contact me regarding the Director's Report. Comments and questions are always welcome!

Respectfully submitted,

Laura Lindenbusch  
 Director  
 233-2381  
 laura@civicnet.net

**Enhanced Access Review Committee  
Meeting Minutes  
June 23, 2005  
Room 224 - 3:30 P.M.**

In Attendance: Chuck White, representing the Controller's Office; Cindy Land, representing the Marion County Treasurer; Marty Womacks, the Marion County Auditor; Andy Swenson, representing the Department of Metropolitan Development; Ahmed Soliman and Nadeen Biddinger from the Information Services Agency; and Arleen Acton, Candy Irven and Laura Lindenbusch from CivicNet and Kostas Poulakidas from the Office of Corporation Counsel

Chuck White called the meeting to order at 3:30 p.m.

Minutes: The minutes of the May meeting were approved on motion made by Andy Swenson and seconded by Marty Womacks.

Temporary Waiver Accounts: Arleen Acton reported 60 days had expired on the Bloomington Housing Authority waiver request and as of June 13<sup>th</sup> they had never used CivicNet at all. FSSA in Vigo County used the system averaging 16 searches per month. There was a total of 43 inquiries for April, May and June. Because the Clerk was absent and expressed an interest in all the FSSA access falling under one central area, the committee was not aware of whether there was any movement to organize their access requests. Therefore, Cindy Land made a motion to continue these two temporary accounts on a month to month basis until such time as Doris Anne Sadler can report some progress with FSSA. Motion was seconded by Marty Womacks and unanimously approved.

CivicNet Reports: Laura Lindenbusch reported CivicNet is testing with the Division of Compliance for property owner permits. They will be going live at the end of this month. There was an expansion of JJISS to include two more township schools, Decatur and Wayne). Arleen is working with the Treasurer on bulk property records. Laura distributed some of the various marketing pieces designed for City and County agencies during the past year.

Waiver Request from the FBI: This request was discussed by the Review Committee, and Andy Swenson requested the request specify specific agents for access to the records. He moved to approve the request subject to furnishing three specific staff to have logins, and subject to custodial approval of MCSD, IPD and the Clerk. Motion was seconded by Marty Womacks and unanimously approved.

CivicNet Contract Review Committee Report and Discussion: Ahmed reported on the letter he received from Indiana Interactive, LLC in response to his request to grant the City/County a one year extension to the agreement rather than a three year extension as currently provided in the contract.

Laura Lindenbusch indicated the current model has served the City/County well for the past ten years. From a cost avoidance, cost savings perspective, in the Division of Compliance there were some real cost savings in using a self-funded approach. She indicated Indiana Interactive welcomes competition in an RFP, but it is their perspective there will be rework for about 10 of the applications during the next year because of the Justis.Net project and the new Property Records, and there would be no opportunity for them to recoup their costs in one year for the efforts that will be needed to rewrite applications. The purpose of asking for the three year extension was to have more opportunity to recoup investment in all the changes needed in the next year.

Chuck White asked if Indiana Interactive would grant a one month extension of time through July 31<sup>st</sup> to make whatever decision is necessary about a contract extension or intent to issue an RFP. Kostas Poulakidas said the extension of time would be amendment but easy to accomplish.

The Committee discussed the “what-ifs” if Indiana Interactive loses the State portal which will go out for bid later this year. Ahmed Soliman reported there have been plans to move the CivicNet Applications under the City/County infrastructure, but this is not an easy effort since there are about 62 applications.

The State of Texas has a time and materials contract in an environment geared towards a partnership. Candy Irven said she has seen it not work well and felt this approach would destroy their success with the City/County. NIC might not want to undertake a time and material model also.

Chuck White asked about operating costs, and Candy explained they pay for a set staff and sometimes they work 40 hours per week, while other times they may work longer if something breaks.

Candy said the contract with the State is through August 05 and they are getting a one year extension through September of 06. The State is going for an RFP and will make a decision by September of next year whether to continue the contract. If the City/County agrees to a three year extension and Indiana Interactive loses the State business, where does that leave the City/County? The committee emphasized this makes them feel uncomfortable.

Candy said if we are no longer happy with CivicNet should they lose the State business, we will have the right to cancel our contract. We can pursue other options too as this is not an exclusive contract.

Andy Swenson made a motion to request Kostas Poulakidas prepare the material to amend the current Enhanced Access agreement to allow a thirty day extension to the notification for consideration and signature by the CIO. Motion was seconded and unanimously approved.

The Review Committee decided to hold another meeting on June 28<sup>th</sup> to further discuss the proposal from Indiana Interactive, and the possibilities of releasing an RFP to meet the needs of the City/County portal within the remaining months of this year.

Nadeen will schedule the Tuesday afternoon meeting as people's schedules permit. There being no further business, the meeting was adjourned at 5:20 P.M.

Respectfully submitted,

Nadeen Biddinger

**Enhanced Access Review Committee  
Meeting Minutes  
June 28, 2005  
Room 224 - 4:30 P.M.**

In Attendance: Chuck White, representing the Controller's Office; Cindy Land, representing the Marion County Treasurer; Marty Womacks, the Marion County Auditor; Andy Swenson, representing the Department of Metropolitan Development; Nadeen Biddinger from the Information Services Agency; Kathy Price, representing the Township Assessors; Doris Anne Sadler, the Marion County Clerk; and Kostas Poulakidas from the Office of Corporation Counsel

Also Present: Victoria Cluck from the Department of Public Works

Chuck White called the meeting to order at 2:30 p.m.

He recapped the background on the subject of the meeting – the CivicNet Contract. This contract is scheduled to expire at the end of 2005 and the City/County must give six months notice of their intentions to Indiana Interactive.

There was a Contract Review Committee appointed earlier in the year, and in April, the committee members changed and began actively working on this issue. The recommendation was we request a one year extension with the current provider to give the City/County sufficient time to prepare an RFI or RFP. Ahmed Soliman was directed to present this option to the provider.

Just before the June 23<sup>rd</sup> meeting, Mr. Soliman received a letter from Indiana Interactive and shared it with the committee. I@I indicated they had been performing up to the expectations of the contract, and felt they were good partners and offered only a three year extension for various reasons.

After length discussion, at the last meeting the Committee learned the Access Indiana contract with the State was expiring in August of this year, and the State was planning to do an RFP. Indiana Interactive agreed to give the State a one year extension.

Doris Anne Sadler indicated there is a strong recommendation from the IT Board to look at an RFP process.

Chuck said since we have not taken any action to renew or terminate the contract at this point, we requested the provider grant a thirty day extension of time by amendment to allow the City/County to figure out what the next steps would be.

Kostas Poulakidas said he already drafted an extension request.

Ahmed Soliman expressed at the prior meeting he did not believe it would be physically possible to prepare a quality RFP, select a different service, and transition 62 applications within the remaining time this year. Andy Swenson also emphasized the two major application rewrites that will happen in the next year, and offered an alternative suggestion to renegotiate and reduce the CivicNet revenue sharing agreement.

There followed discussions of how to change the model. Andy Fraizer expressed a concern to Chuck White about why we are charging rates to certain individuals.

Doris Anne Sadler said she has a concern of renewing the contract for three years without going out to bid. Kostas explained the contract requires they provide twelve months of transition assistance until the end, and then on a new fee structure. It is his opinion the renewal does not have to be for three years, but for up to three years.

Andy Swenson said if this contract was exclusive, he would feel uncomfortable about it, but we will still be able to go out for an RFI and RFP if we renew.

The discussion continued that perhaps by modifying the financial distribution model, a renewal might be more appealing.

Chuck White said he had discussed the issue with the IT Board Chairman and he is interested in competing any agreement as often as we can to get the best prices. He said the Committee could spend a great deal of time in the next year or so parallel with the state's efforts and issue an RFI and perhaps review the responses the State receives from their efforts. If this is a non-exclusive agreement we don't have to add any additional applications and we could get a new provider if we so choose, or have ISA host the applications. If ISA could take over what Indiana Interactive is doing now, then we could move forward.

Chuck summarized there are three options.

1. Allow the contract to expires, prepare an RFP and either award the contract or absorb the services into ISA.
2. Renew for three years as proposed by Indiana Interactive
3. Recommend to the Board that a negotiation process be entered into so an extension of time can be accomplished.

The committee members attending voted one for No. 1, two for No. 2, and three for No. 3. The recommendation will be presented to the IT Board at their July 19<sup>th</sup> meeting.

Respectfully submitted,

Nadeen Biddinger



# *JUSTIS.NET*

## *PROJECT UPDATE*

July 19, 2005

Dave Rutherford  
David Grigsby

# JUSTIS.NET PROJECT STAGES

<u>STAGE ONE</u>	<u>STAGE TWO</u>					<u>STAGE THREE</u>					
Plan	Prepare Dev and Test Environments					Upgrade JUSTIS to JUSTIS.NET					
Scope Definition Activity Definition Resource Plan Cost Estimates Authorize Project	Finalize Hardware & Software Requirements 45%	Establish Financing 25%	Facilitate Purchase	Accept Delivery	Setup Hardware & Software	Convert Code and Data Phase 1	Extend Database Phase 2	Create Middle Tier Phase 3	User Acceptance Testing Phase 4	Phase 5 Cleanup Phase 5	Phase 6 User Interface & Go Live Phase 6
Effort Estimate: (calendar days)	37 days	67 days	5 days	45 days	55 days	Stage Three: 9 months					
Authorized 4-20-05	8/16/05 5-27-05	8/16/05 8-2-05	8/23/05 8-7-05	10/05/05 9-21-05	12/21/05 11-15-05	12-31-05	07-11-05 (offsite)	12-31-05	12-31-05	12-31-05	8/15/06 8-22-06

# Current Project Plan - Top Level

ID	Task Name	Duration	Start	Finish	Timeline																							
					1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter												
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	✓ <b>STAGE ONE - Plan</b>	<b>77 days</b>	<b>Mon 1/3/05</b>	<b>Tue 4/19/05</b>																								
2	✓ Scope Definition	14 days	Mon 1/3/05	Thu 1/20/05																								
3	✓ Activity Definition	45 days	Fri 1/21/05	Thu 3/24/05																								
4	✓ Resource Plan	7 days	Fri 3/25/05	Mon 4/4/05																								
5	✓ Cost Estimates	10 days	Tue 4/5/05	Mon 4/18/05																								
6	✓ Authorize Project	1 day	Tue 4/19/05	Tue 4/19/05																								
7	<b>STAGE TWO - Prepare Dev and Test Environments</b>	<b>176 days</b>	<b>Wed 4/20/05</b>	<b>Wed 12/21/05</b>																								
8	Finalize Hardware & Software Requirements	85 days	Wed 4/20/05	Tue 8/16/05																								
9	Establish Financing	85 days	Wed 4/20/05	Tue 8/16/05																								
10	Facilitate Purchase	5 days	Wed 8/17/05	Tue 8/23/05																								
11	Accept Delivery	31 days	Wed 8/24/05	Wed 10/5/05																								
12	Setup Hardware & Software	55 days	Thu 10/6/05	Wed 12/21/05																								
13	<b>STAGE THREE - Upgrade JUSTIS to JUSTIS.NET</b>	<b>291 days?</b>	<b>Mon 7/11/05</b>	<b>Mon 8/21/06</b>																								
14	Phase 1 - Convert Code and Data	125 days?	Mon 7/11/05	Fri 12/30/05																								
15	Phase 2 - Extend Database	185 days	Mon 7/11/05	Fri 3/24/06																								
16	Phase 3 - Create Middle Tier	200 days	Mon 7/11/05	Fri 4/14/06																								
17	Phase 4 - User Acceptance Testing	30 days	Mon 4/17/06	Fri 5/26/06																								
18	Phase 5 - Cleanup	31 days	Mon 5/29/06	Mon 7/10/06																								
19	Phase 6 - User Interface & Go Live	30 days?	Tue 7/11/06	Mon 8/21/06																								

Project: JUSTISdotNET Top Level V1 Date: Fri 7/15/05	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

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# JUSTIS.NET CURRENT NOTES

- *Notes from Project Plan*

- Finalize Hardware & Software Requirements

Was 67 days, but at the July IT Team Meeting the Server Standards were not approved as planned, which slips the approval to the next IT Team Meeting and correspondingly to the next IT BOARD Meeting which is August 16th. The Establish Financing task can't complete until this is done, so it was extended as well to the August 16th Date. Slip incurred was 14 calendar days

- Setup Hardware & Software

Jim Flynn identified a date error concerning this task. The time needed to be 55 business days vs. 55 calendar days that had been reflected on all previous plans – corrected per his email request 7/15/2005.

- Phase 1 - Convert Code and Data

6/22/2005 The Court & Clerk request DAI to investigate starting sooner by going offsite, DAI concluded it was possible and they could complete Phase I by the end of this year, if DAI could have the offsite Development and Test up and running by 7/15/2005. Don Banning, CIO, approved the offsite 6/29/2005. DAI completed the creation of the offsite Dev and Test 7/11/2005. DAI is performing this effort at no additional cost to the City/County.

# JUSTIS.NET OFF SITE UPDATE

- *Points of interest*

- Added two new .NET Developers to the DAI JUSTIS .NET Team
- Acquired Equipment to setup Development and Test environments for up to 5 Developers
- Setup up physical Development and Test environments for up to 5 Developers
- Visual Studio Team Studio 2005 June CTP setup
- SQL Server 2005 June CTP setup
- Copy of JUSTIS I & II production data off loaded from Mainframe (85% complete)
- Copy of JUSTIS I & II program source code off loaded from the mainframe (100% complete)
- Phase 1 Development began 7/11/2005, 4 days ahead of 7/15/2005 goal date



# *Property System Replacement Project*

*IT Board UPDATE*

By: Dave Rutherford

July 19, 2005





# Property System Replacement



- **RFP released JUNE 21, 2005**
  - **Bidders Conference conducted on July 1, 2005**
  - **Questions answered and addendums released to bidders via Purchasing**
  - **Vendor responses due July 25, 2005**
  - **August timeframe –review responses**
    - Determine Issues and Costs
    - Return On Investment
    - Determine Next Steps
- 



**Recommendation from  
Enhanced Access Review Committee  
To  
Information Technology Board**

The Enhanced Access Review Committee met on June 23, 2005 and June 28, 2005 to discuss the CivicNet contract which is due to expire 12/31/05. By June 30, 2005 the City/County was to notify Indiana Interactive of our intent.

The Committee asked for a sixty day extension of time from June 30, 2005 to notify Indiana Interactive, and this was approved by a contract amendment prepared by the Office of Corporation Counsel and executed by Shital Patel of the Information Services Agency. The original contract was signed by the Chief Information Officer. Indiana Interactive subsequently agreed to this amendment.

At the June 28<sup>th</sup> meeting, the Review Committee voted to make the following recommendation to the IT Board:

The Board authorize certain members of the Review Committee to begin negotiations with Indiana Interactive to extend the current contract by at least one year and up to three years with modified terms and revenue sharing.

Respectfully submitted,

Chuck White, Chairman

Contracts approved for the IT Board by the Chief Information Officer

Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or chargeback	Notes
12/17/2004	ISA	SMARTNET 1MONTH	SBC		24,916.00	ISA	ONE MONTH EXTENSION
2/16/2005	MCSD	Frame Relay Circuit to 5623 W. 73rd. Street (Sheriff's Department)	SBC	3,780.00	13,860.00	ISA-Chargeback	
3/3/2005	ISA	Professional Services Agreement for Management Consulting Services	Allegient, LLC	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Daniels Associates, Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Management Consulting Services	Crowe Chizek and Company	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Etchasoft Incorporated	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	HAS, Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Haverstick Consulting, Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	L-3 Communications Government Services, Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Metropolitan Technology Group,	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Professional Data Dimensions	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	PJN Consulting, Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Premis Consulting Group	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Rapidigm	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Sterling Creek Software, LLC	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/3/2005	ISA	Professional Services Agreement for Information Technology Services	Tier1 Innovation, LLC	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/8/2005	ISA	Professional Services Agreement for Information Technology Services	Technology Partnership Group Inc.	TBD as needed	TBD as needed	ISA-Chargeback	Pre-qualified vendor list for Application Development / System Integration and Management Consulting Services
3/21/2005	Indy Parks	Frame Relay Circuit (DS1) to Rhodius Park - 1001 S. Belmont Ave	Ameritech	6,240.00	24,960.00	ISA Chargeback	
3/21/2005	Indy Parks	Frame Relay Circuit (DS1) to Parks Customer Service Center	Ameritech	6,240.00	24,960.00	ISA Chargeback	
4/7/2005	ISA	Professional Services Agreement for Information Technology Services - Management Consulting	Premis Consulting Group	69,440.00	69,440.00	ISA	1) Sourcing Operational and Contractual Assistance 2) NG Project Management, PMO and BRM Process Review & Improvement assistance 3) Communication Strategy and Plan assistance
4/12/2005	Indy Parks	Frame Relay Circuit (DS1) to Garfield Arts Services Building 2432 Conservatory Drive	Ameritech	6,240.00	24,960.00	ISA Chargeback	

Contracts approved for the IT Board by the Chief Information Officer

4/18/2005	Courts	Frame Relay Circuit (DS1) to Community Courts 902 Virginia Avenue	Ameritech	6,240.00	24,960.00	ISA Chargeback	
4/19/2005	ISA	Annual Software Maintenance for ArcGIS, ArcCOGO, ArcPress,ArcEditor,ArcView,ArcSDE,ArcPad, ArcIMS for 2005	ESRI Inc	80,412.37	80,412.37	ISA	
4/25/2005	ISA	Change existing custom General Ledger Export for City and County FAMIS removing negative sign on credits and replacing with a "Y" in column 73 if the amount is a credit for Telephone Operation's billing system	AnchorPoint Inc.	500.00	500.00	ISA	
4/29/2005	ISA	Renewal of 2 ISDN PRIME Service Circuits utilizing State QPA # 9705 pricing	SBC Global Services	11,760.00	35,280.00	IPD	911 Center
7/7/2005	ISA	Transition Report Deliverables	David Mockert	18,600.00	18,600.00	ISA	
7/10/2005	ISA	Frame Relay Circuit, 6154 E 46th Street (Child Support)	SBC Global Services	520.00	6,240.00	ISA	