



# Information Technology Board Meeting Agenda

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<b>Meeting Date:</b>	06/27/2006	<b>Meeting Time:</b>	9:30-11:00am
<b>Chairman:</b>	Robert J. Clifford	<b>CIO:</b>	Shital Patel

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## Minutes:

- ◆ Approval of May 30 2006 meeting minutes
- ◆ Approval of June 16, 2006 meeting minutes

## Status Updates:

- ◆ Contracting Update
- ◆ ISA Report
- ◆ ISA Financial Report
- ◆ CivicNet Report

## Action Items:

- ◆ Northrop Grumman Contractual Agreement
- ◆ Resolution 06-14-Avaya Maintenance Contract
- ◆ Resolution 06-15-Oracle Maintenance Agreement
- ◆ Resolution 06-16-Credit Card Usage for Secure Socket Layers
- ◆ Resolution 06-17-Daniels and Associates Statement of Work

## Discussion Items:

- ◆ Microsoft Migration
- ◆ Stoneware Demonstration
- ◆ Automated Map Engine Demonstration

## Adjourn

- ◆ The next scheduled IT Board meeting is on July 25 at 9:30 AM in room **260**

## Attachment:

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

<b>Meeting Date:</b>	03/28/2006	<b>Building/Floor/Room:</b>	C/C, 2 <sup>nd</sup> floor, Room 260
<b>Meeting Time:</b>	9:30 - 11:00 AM	<b>Chairman:</b>	Bob Clifford
<b>Meeting Purpose:</b>	Monthly Update/Status	<b>CIO:</b>	Shital Patel

**Members Present:** Major Ball, Dr. Inui, Major Meadows, Judge Young, Robert Clifford, Doris Anne Sadler, Paul Ricketts, Mike Rodman

**Staff Present:** Vanita Anderson, Michael Bosworth, NaKeita Boyd, Phil Brummit, Jason Buchanan, Joe Campbell, Chuck Carufel, Jeff Clancy, Taray Delemore, Eric Denney, Beverly Dillon-Macy, Doug Downey, Scott Edens, Jim Effinger, Sean Fahey, Bob Geis, David Grigsby, Madeline Harakis, Jeff Hayhow, Kareem Howell, Lori Kuhn, Michael Miller, Jim Nelson, Kevin Ortell, Shital Patel, Dan Pavey, Rick Petrecca, Jeff Snodgrass, Amitav Thamba, Marv Thornsberry, Adonna White, Randy Williams

**Guests:** Marianne Swatosh and Beth Bagnell, Unisys; Laura Lindenbusch and Ami Guilfooy; Indiana Interactive

Mr. Clifford called the meeting to order at 9:34.

## Approval of the April 25, 2006 Minutes

Mr. Rodman moved to approve the April 25, 2006 minutes. The motion was seconded by Judge Young and carried unanimously.

Ms. Patel announced recent changes in ISA Staff. Recent promotions include Mr. Ortell to Deputy Director of Program Management and BRMs, Mr. Buchanan to CFO and new to ISA Mr. Grigsby, CTO.

## ISA Report

Ms. Patel presented the ISA report, stating that a physical inventory may need to be complete prior to Active Directory conversion. The inventory dispute resolution is on-going. The hardware and software needed for the Microsoft migration has been ordered and will be delivered, inventoried, and installed in a timely manner. All SA3 Service Level Requirements were met.

The Siebel MAC enhancements are in process and staff is currently working on design and workflow. Data sharing with CJJTC has been meeting to discuss merging various applications. The CMS upgrade to the website was contracted last December with Method Factory. In the event the contract would exceed \$100,000, it will be brought before the board for approval.

The google mini project is complete and in production. Phase one is complete and includes Automated Map Engine which allows internal customers to pull information and make a maps without having a GIS application. The 'My Neighborhood' portal is a new project which will facilitate one stop shopping.



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Ms. Patel stated that Avaya nominated Ms. Kuhn for the prestigious award Computerworld Honors Foundation City of Indianapolis, Indiana for Citizen Service Improvement. For her innovative use of telecommunications systems and applications that serve the citizens of Indianapolis. Each year, The Computerworld Honors Foundation identifies and honors men and women from around the world whose visionary use of information technology produces and promotes positive social change. These innovators, true revolutionaries in their respective fields, are nominated by Chairpersons and CEOs of the world's leading information-technology companies, like Avaya.

The SA3 Helpdesk call count to date is 460. The referenced number does not include the Microsoft migration.

## Microsoft Migration

Judge Young commented on that he was please with Mr. Grigsby's appointment. He further stated that the Migration schedule is tight and asked how the deadline will be met with the delay on the hardware procurement. Judge Young continued that the customers are not fully happy and requested Unisys work on improving communication.

Ms. Sadler commented that for the Clerk's Office the most important project is JUSTIS.Net. Ms. Sadler asked if DAI would be able to remain on schedule through completion. Mr. Thornsberry stated that when approached regarding Mr. Grigsby leaving DAI and working for ISA, he requested a commitment back that Mr. Grigsby would continue with Justis.net. Mr. Grigsby provided a personal commitment to see the project through.

Judge Young stated that the web service went down and is concerned that ESRI was contacted and not responsive. Mr. Petrecca clarified that ESRI did respond and required ISA to reproduce the error in order to identify the problem. ISA has not been able to reproduce the error or determine if ISA is responsible.

Judge Young asked if the grant deadline was met. Ms. Patel responded that required documents were submitted on time. Judge Young expressed appreciation to Mr. Maxwell and Mr. Young for assisting in providing phone lines at juvenile to help with complaints and problems. Judge Young also thanked Mr. Snodgrass and Ms. Upshaw for the great job they are doing at the helpdesk for the courts. Judge Young also thanked Mr. Campbell for his assistance on the refresh. Mr. Campbell identified how to store on-site and discussed providing four refreshes a day which avoided the bulk rate. Ms. Patel commented that Mr. Campbell did a tremendous job out at Fleet Services.

Dr. Inui asked who the Project Manager on the 'My Neighborhood' portal is and if they have contacted the POLIS center. Mr. Carufel stated that the project is not planned all the way through but communication with the POLIS center would be pursued.

Judge Young commented that the company being considered for the replacement for ICHAIN, Stoneware is based in Indianapolis and would be an awesome partner. Ms. Patel stated that the product is being looked at for functionality. Judge Young stated that under Ms. Patel the enterprise is receiving new infrastructure, more equipment and it is costing less.



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## Financial Report

Ms. Dillon-Macy presented the ISA Financial Report. Ms. Dillon-Macy stated that the ISA report is divided into four sections. The first section covers the Budget Comparison of 2005 versus 2006. The second portion represents revenue collected. The third section reflects 2005 versus 2006 contract comparison and the fourth section is 2006 application maintenance and support budget.

Mr. Clifford asked if the current trend is expected to continue on the City-side. Ms. Patel stated that there are some enhancements processes in place minor things 50 hours and that use some of the hours would be used for the database conversion.

## CivicNet Report

Mr. Downey stated that in April, the Marion county Sheriff's Department Online Commissary Deposit had neared completion, with the project entering the testing phase. A test plan was drafted for the Division of Compliance to ensure that the planned Tidemark upgrade will not affect Web permitting for the office. In addition to the MCSD marketing materials, the CivicNet marketing team also delivered campaign concepts to Animal Care and Control for the Canine Crimestoppers Campaign.

The Purchasing Division now has the ability to include free County Bids available for download from their website. CivicNet deployed the service for County Bids in early April. The new service allows free bid proposals to be downloaded from the Purchasing Division.

Ms. Sadler discussed concern regarding the Canine Crimestoppers Campaign which is a marketing strategy rather than Enhanced Access to data. The initial discussion included the spending of a significant portion of the EARC on a marketing campaign rather than enhancement of data. Ms. Sadler asked what is being produced as far as billboards and marketing. Ms. Lindenbusch explained that the project ended up being very condensed, approximately 19 hours, and really did not require assistance.

## Email

Mr. Grigsby stated that 1.2.3 Retention was presented to most of the Standards Committee for approval. The originally policy was titled the acceptable use policy and provided guidelines for email. The previous versions of the policy were constraining. This version flips the intent around and offers what is wanted from the user. Mr. Grigsby asked that the document be considered as software, this is version one. Mr. Grigsby stated that ISA is asking the board to accept 1.2.3 which deals with retention. Mr. Downey will be distributing a communication plan regarding retention. Mr. Grigsby stated that the super-users and those with over 750 meg in their mailbox will be focused on first. The individual or agency can decide what public record is. Three years is a minimum for retention. The agency may establish internal policy beyond the three year minimum. Major Meadows asked if users with mailboxes over 750 megabytes have been notified. The information will be given to the agency heads. ISA and NG will then work with the agencies to determine how to best reduce the size of the mailboxes and then establish a deadline. Mr. Grigsby stated that a full back-up of GroupWise was performed this weekend and everything has been captured.

Ms. Sadler stated that recently a legal opinion was given by the State Public Access Counselor about email retention in particular that it is not the agency that makes the decision on retention. The county public records commission should be involved and meets once a quarter. Ms. Sadler recommended



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having the public records make some decision working with legal counsel because it is a campaign year and these issues are not individual agencies to make other than court records which come through the state court administrator.

Mr. Grigsby stated that the 'version' format is designed for revision. Mr. Clifford stated that part of the thought process, 'what is a public record' requires more education than currently exists and suggested including those type of definitions. Mr. Clifford requested Mr. Howell's assistance. Mr. Clifford continued that more and more personal email is used as a devise to communicate, since it is easier to send an email rather than placing a call and would need to be addressed at an appropriate venue. Mr. Grigsby pointed out that under Behaviors 1.2.4.2 'Email was not implemented for Personal use, but may be tolerated per Agency, or Department Office guidelines'.

Major Ball stated that he appreciates the way the policy is being handled but the policy needs to be followed-up with training. Most users reading the behavior section of the policy are not going to understand what that means. In order to make policy stick it needs to be followed-up with training. Ms. Patel added that the initiatives would be in line with HR policies.

Dr. Inui asked if any attention has been given to redundant storage and establishing a process with the Microsoft migration before messaging goes out. Dr. Inui asked if there were a policy prohibiting users from taking home (portable storage) data or if there were guidelines implemented on an agency level. Dr. Inui stated that the specific concern is security issues and making sure the user base is knowledgeable.

Judge Young move to adopt 1.2.3 Retention. The motion was second by Major Ball and Mr. Clifford called for discussion.

Major Ball asked if 1.2.3 Retention has been accepted by the Standards and Policies Committee. He continued that he did not want to slow down the process but had quite a few questions including how everybody will achieve 750 megabytes or less, how to involve the public records commission, and how public records policies could effects retention. Mr. Grigsby replied that those issues will be addressed regardless and once storage the enterprise will move forward. Major Meadows asked if legal counsel has looked at the entire policy. Major Meadows was concerned with the use of shall, will, and asked that if the Board approves the retention part of the document are they not in essence approving the entire document. Ms. Patel stated that the guidelines from 1999 were still applicable and that ISA will make sure the Standards Committee and legal counsel are informed before moving forward.

Ms. Sadler stated that she would be supportive of accepting 1.2.3 Retention given a snap shot was taken. Ms. Sadler continued that she is uncomfortable with agencies and departments making decisions because she is not certain that is legal. Ms. Sadler recommended exploring options with the public records commission. Ms. Patel stated that something needs to be in place in order to move forward with the migration. Judge Young stated that education becomes critical when a document is received that is a determined by your agency to be a 'public record'. The document should immediately be moved to a public server to facilitate an individual coming to the enterprise and making a public records request. Judge Young stated that it is critical to engage communication with the public records committee and do not think the agencies can not be held accountable. Ms. Sadler stated that the length of time is dictated by the commission and each agency should be communicating with their legal representative.



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Judge Young withdrew his motion and moved to approve 1.2.3 Retention subject to review by Corporation Counsel and the public records committee. The motion was seconded and carried unanimously.

Major Ball added that he supports passing the 1.2.3 Retention but commented that this was the first stab at an enterprise policy which is an important function of this board. Major Ball requested more time be provided to the Board to review and integrate policy.

## Microsoft Migration

Mr. Petrecca presented an update on the Microsoft Migration Project. Additional interviews have been conducted as well as follow-up interviews with some of the agencies. The first phase of the project has been completed including envisioning and discovery so that the requirements are understood. A design workshop was held with the technical staff from NG, ISA and Unisys to discuss how the migration would take place and what the future state of the enterprise needs to be. A determination needs to be made on what package applications to be deployed to user desktops and what information will be put on laptops and desktops. There will be issues and risks including procuring and installing the hardware within the compressed timeframe. ISA needs to ensure sufficient resources are on hand and to make use of servers so what is needed is in place. Mr. Petrecca discussed the challenge of migrating excessively large mailboxes and email appropriately. Another challenge will be to integrate MECA and determine how to best define needed applications. The contract with Unisys included packaging 350 application. Once Altiris was deployed applications identified exceed 350. The number of current applications in the enterprise is in the thousands with the majority being on 4 or 5 desktops. The next step will be to determine how many applications warrant automatic deployment versus manual deployment.

Major Meadows stated the importance of including MECA and making sure information is pushed out to the vehicles and communication continues uninterrupted. Major Meadows asked if the end result would be enhanced capability.

Ms. Patel discussed that there are two options regarding packaging applications. ISA can request the vendor package more applications with a cost association or once the applications are identified that are to be packed, they can be deployed through WISE. Mr. Clifford asked if the types of applications are specific to a department, such as the grant management tool, and possibly not synchronized or compatible with Microsoft. Mr. Petrecca responded that in some cases they are widely distributed. Once a determination can be made that Altiris is reporting accurately and users are using applications as intended, a solution may be identified.

Mr. Edens stated that 5200 devices have been identified and managed through Altiris. Mr. Clifford commented that 20% of the users within the enterprise have specialty software on their computers. Ms. Patel stated that some applications identified are a result of free installation. ISA needs to make sure required licenses are purchased with justified applications. Mr. Clifford recommended as the enterprise moves forward with the current a inventory of applications a residing methodology needs to be incorporated, to keep track and control new purchases to the system. Ms. Patel stated that the use of Altiris as a management tool will assist in deployment and tracking.

Ms. Swatosh discussed the completion of the remaining hardware and software purchases for the lab. Unisys has started to package some of the applications that have been identified such as Adobe. Work is continuing on the base image proof of the concept lab and finalizing the email policy as discussed. Plans for June include delivering the signed documents for the active directory and



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exchange as well as the desktop and design document. Once the design document is final Unisys will be moving into the next phase of actually building the lab environment.

Dr. Inui asked if consideration has been taken in standardizing the applications as policy. The current number of applications in the enterprise seems remarkably high. Ms. Patel stated that this type of decision will be part of the role of the Standards and Policies Committee.

Mr. Eden stated that Altiris will allow for establishing a base line for applications and identify older versions. Judge Young stated for clarification Altiris will allow a user to come up to standard but will not allow download and upgrade. The way the enterprise is set up does not allow the user to upgrade the machine independently.

## Data Base Conversion Update

Mr. Thornsberry stated the scope is to assist in upgrading, retiring or converting to .Net all BRM identified Microsoft Access databases, application front ends users in the ISA infrastructure, and to establish an ISA Enterprise Wide Source Control Library using Microsoft Visual studio Team Foundation Server 2005. Mr. Grigsby is technically on the project on an as needed basis. Altiris will be used, as well as, questionnaire responses. Mr. Thornsberry stated that any application that is important enough to talk about is important enough to keep. Databases that have not been used in a couple years will most likely be retired. The communication plan will assist in finding out what is in the environment and allow users to upgrade themselves through an upgrade class. Currently, there are far too many applications in the enterprise for one entity to test. DAI staff will help with specific problems. Microsoft Access database applications will be checked in for future reference with documentation of the reasons why it was retired. The scope will include verifying accuracy before and after versions of the Microsoft Access database applications are checked into the source control library. One to 100% redevelopment assistance for all Line of Business Microsoft Access based applications that will be converted to .Net 2.0, with ISA approval. Phase one involves submitting the statement of work to ISA for approval. Mr. Downey has been assigned as the ISA PM on the project. Mr. Downey discussed NG's assistance by using access conversion tool to narrow down the actual size to more a more manageable amount. Mr. Thornsberry stated that ISA has access to a survey tool, that DAI has already met with BRM's, and created the questionnaire to be submitted by the 15<sup>th</sup> of June. SA3 supports those applications that have been compiled for conversion or upgrade.

## SVRS

Ms. Sadler continuing to work on the upgrades from problems left over from the spring. Thank ISA involved in Election Day from a technical prospective it went very well.

## Altiris Demonstration

Mr. Edens and Mr. Bosworth updated the Board on the Altiris. Work station management as well as reporting, applications, and real time data analysis for software hardware. The product comes with the ability to create custom reports. Patch management will be available, not only the work stations, but the applications themselves.

Report access is based on security roles and integrated with active directory. There is more flexibility that has not been available previously. The software portal gives the user the ability to pull down applications on their own. There will be a process based on security that allows for more versatility.



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Dr. Inui how many physical sites are there. Mr. Edens stated that 142 sites each floor in this building is a 'site'. Remote sites are 50-70. This tool minimizes the need for action technical person drives to an outside location. Mr. Edens remotely image.

Could use this to determine training needs if new identify new equipment new applications go up in some environment. Mr. Edens stated if you matched the functionality of Altiris with a sound business process yes.

Thank Mr. all the effort he put forward getting Altiris implementations moving in our environment if he had not been here helping us do not believe we would not be where we are today with this.

Appreciate this level of technical learning better handle on project information and more about the tools emerging.

Ms. Patel stated that a Stoneware demonstration is planned for the next IT Board meeting and as far as the ISA structure, headed the right direction.

The IT Board Meeting adjourned

The next IT Board Meeting will be June 27, 2006.



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<b>Meeting Date:</b>	06/16/06	<b>Building/Floor/Room:</b>	C/C, 2 <sup>nd</sup> floor, Room 260
<b>Meeting Time:</b>	10:00-10:05	<b>Chairman:</b>	Bob Clifford
<b>Meeting Purpose:</b>	Monthly Update/Status	<b>CIO:</b>	Shital Patel

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**IT Board Members Present:** Robert Clifford, Dr. Inui, Major Meadows, Paul Ricketts, Michael Rodman, Doris Anne Sadler, Judge Young

**Staff Present:** Jason Buchanan, Doug Downey, Bob Geis, Kareem Howell, Lori Kuhn, Kevin Ortell, Shital Patel, Dan Pavey, Kevin Ortell, Adonna White, Medline Hirakis, NaKeita Boyd, Randy Williams, Nicole Randol, Kobi Wright

**Visitors:** Sheri Dudeck and Bill Ashton, CIBER Indiana; Gary Collins, MacAllister Madougall; John Kavanaugh, Cheryl Janey, NGC; Philip Whistler, Lesa Deit\_\_; Marianne Swatosh, Beth Bagnell, Unisys; Joe Smith, Bakers & Daniels

The June 16, 2006 IT Board Meeting was called to order at 10:01. Mr. Clifford stated that the purpose of the meeting is to present an update on contractual issues. Mr. Clifford expressed appreciation for everyone's attendance and apologized for the last minute cancellation last week.

## Contractual Issues

Ms. Patel stated that meetings have been held with NG corporate and that they are very committed to making this engagement work. They are going to be addressing performance issues and contractual issues through a proposal, to be given to the board members next week. The proposal will be discussed at the next regular board meeting.

Mr. Clifford asked if the CIO is satisfied with the status today. Ms. Patel stated that she was. Dr. Inui asked if the Board members may expect to see the proposal prior to the June 27, 2006 IT Board Meeting. Ms. Patel stated that the document would be distributed next week.

Mr. Clifford suggested giving authorization to the CIO to finalize the agreement and bring it back to IT Board at regular scheduled June 27, 2006 meeting. The motion was made by Judge Young and second Mr. Rodman.

Dr. Inui asked if the proposal would be a supplement to the existing contract. Mr. Howell responded that the agreement is a result of the two parties not agreeing on interpretation of the existing contract. It won't be an amendment. The memorandum of understanding will be a clarification of the contract. The CIO will be authorized to finalize approval on the Memorandum of Understanding.

The motion passed unanimously.

Mr. Clifford called for comments and congratulated Ms. Patel, Mr. Powell, and Mr. Wright as well as thanked them for their hard work. Mr. Clifford also acknowledged NG's willingness to draw attention to the issues and go forward.

Ms. Sadler stated that for anyone watching at the next meeting, when the Board actually discusses the proposal, there will be much more comment and that the lack of comment today is not due to lack of thought and energy put into the situation. Mr. Clifford stated that was a very valid point.

The June 16, 2006 IT Board Meeting adjourned at 10:05. The next IT Board Meeting is scheduled for June 27, 2006.



## ISA Report May 2006

Status Key	
<b>Green</b>	The project is on-time and on budget with no delays or budget issues anticipated.
<b>Yellow</b>	The project is experiencing minor delays or minor cost over-runs or the project has encountered problems which put it at risk of either going over-budget or missing deadlines. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget.
<b>Red</b>	The project is experiencing significant delays and/or cost overruns. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action is needed.

ISA Project Summary Table of Contents		
Project	Overall Status	Page
CMS Upgrade	Hold	1
Asset Inventory	Yellow	1
MS Migration	Yellow	1-2
Siebel MAC Enhancements and Web Portal Project	Yellow	2
Property System Replacement Project	Yellow	3
Data Center Health- Rejuvenation	Yellow	3
Automated Mapping Engine	Green	4
MyNeighborhood Portal	Green	4-5
UASI Grant Funding Update – Cyber Security- Web Filter Implementation	Green	5
UASI Grant Funding Update – Fiber Ring	Green	6
UASI Grant Funding Update – Voice Redundancy	Green	6
MS Migration Access 97	Green	6
Justis.NET	Green	6
State-Wide Voter Registration Project	Green	7
Document Management	Green	7
Stoneware Installation	Green	7-8
M4 to M5 Upgrade Project	Green	8
Automated Vehicle Locator	Green	8
Auto Assignment	Green	8
Recruitmax	Green	8-9
Wireless	Green	9
IPD Portable Camera	Green	9
MCSD Telephone Project	Green	9



## ISA Report

June 2006

### ISA Project Status

Project	Agency / ISA owner	Phase	Overall Status
<b>CMS Upgrade</b>	ISA/Enterprise (Doug Downey)	Execute	<b>Hold</b>
Planned for this period	Assess current project status, contract status and define plan for completion.		
Accomplishments	PM facilitated a meeting with the ISA CTO and MethodFactory. ISA has requested full historical documentation and a best practice recommendation on potentially moving this project forward with the latest .Net and CMS versions. The project has been frozen pending CTO input and strategy. Method Factory has forwarded the project history and best practices for ISA review.		
Risks and Mitigation	Contract Management.		
Planned for next period	Set a meeting with MethodFactory and Jason Buchanan to review contract. CIO working together with CTO to provide clear direction enabling future enhancements. Microsoft plans to merge CMS and SharePoint in Office SharePoint 2007		

Project	Agency / ISA owner	Phase	Overall Status
<b>Asset Inventory</b>	Enterprise	Implementation	<b>Yellow</b>
Planned for this period	Mitigation process has been determined unnecessary due to the NG MOU.		
Accomplishments	Redefined required PC related fields and are working on required fields for peripheral assets. Altiris sample reports have been reviewed and we have found that much of the required workstation data is being captured automatically. Additional data fields will be added as Active Directory is implemented during the Microsoft Migration to capture further information regarding customer name, location, department, etc.  Joel Buege for ISA and Kevin Gorman for NG have had several conference calls for the mitigation process. The ISA CIO stopped this process on 6/20/2006 but progress has been made.		
Risks and Mitigation	Incomplete inventory and inaccuracy will cause improper estimates for software license counts, PCs supported, migrated, etc.		
Planned for next period	Review inventory report. ISA is expecting the inventory report to be delivered on 7/3; we will review and determine if an audit is required.		

Project	Agency / ISA owner	Phase	Overall Status
<b>MS Migration</b>	Enterprise / PMO (Rick Petrecca)	Planning	<b>Yellow</b>
Planned for this period	Complete Planning and Design phase of project. Begin Lab Validation and Process Development Phase of project. Begin packaging applications for deployment. Begin building test images for desktops.		
Accomplishments	Proof of Concept Lab up and running. As of 6/15/06, 26/350 applications have been packaged, 36/350 Application Configuration Forms (ACF) completed. Unit testing executed for packaged applications. Desktop Design Document delivered which explains how workstations will be migrated. Single image built and being tested in the lab. Testing the SWIMAGE deployment tool in the lab environment. Final Design for Active Directory & Exchange		



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	completed. Novell messaging components & legacy systems installed in the lab for testing. Exchange components installed in lab and are being tested. Distributed archive instructions to departments and agencies on how to archive their email files. Email archiving in process.
Risks and Mitigation	<p>The completion date for the MS Migration project is slipping from December 22, 2006 to March 2, 2007. This slippage is being caused by delays in the procurement and installation of some key equipment, availability of resources to complete some key tasks, time lost due to Data Center health issues and anticipated future Data Center health issues and a re-estimation of the number of laptops and desktops that can be migrated on a daily basis.</p> <p>Availability of NG resources for completing ACFs and subsequent packaging of applications is causing a delay in the completion of the packaging of applications needed for automated deployment of those applications. This has the potential to affect the overall project schedule. Additional resources are being brought in and the schedule is being finessed to minimize the delay.</p> <p>There are ongoing issues with the health of the Data Center (electrical &amp; heat issues). This could lead to down time in the data center if it is not fixed. ISA working with NG to control the temperature in the data center and fix the electrical issues.</p> <p>There is additional hardware that is required for the migration that needs to be installed before 7/5/06. Delays in receipt of this equipment will mean Phase IV (Production Build &amp; Test) will be delayed. The hardware has been ordered. ISA &amp; NG are monitoring the order weekly and will escalate with the vendor if necessary.</p> <p>Departments/Agencies need to complete application testing with Microsoft XP SP2. Applications that are not tested with XP SP2 may not work in that operating environment and thus may need to be re-written or upgraded/replaced. This may lead to delays in the migration schedule or reshuffling of the migration schedule. In order to mitigate this risk, testing the applications that have not already been tested in a lab environment must be completed prior to the migration. Appropriate provisions then need to be made for any applications that do not work correctly under XP SP2.</p>
Planned for next period	Add additional resources and continue completing ACFs and packaging applications until all 350 identified applications have been packaged.

Project	Agency / ISA owner	Phase	Overall Status
<b>Siebel MAC Enhancements and Web Portal Project</b>	MAC / PMO-BRM (Rick Petrecca)	Development	<b>Yellow</b>
Planned for this period	Continue designing flow of web portal.		
Accomplishments	The project team met several times to review portal design.		
Risks and Mitigation	Performance issues related to running the test Siebel instance on a virtual server still need to be resolved. These performance issues may be helped by synchronizing the development and test Siebel environments with the production environment. However, the ultimate resolution will probably require moving the test Siebel environment to a different server.		
Planned for next period	Identify and resolve business process and application data flow issues. Complete portal design.		



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Project	Agency / ISA owner	Phase	Overall Status
<b>Property System Replacement Project</b>	Enterprise/PMO-BRM (Dan Pavay)	Planning	<b>Yellow</b>
Planned for this period	Help vendor finalize the project plan and create the Statement of Work needed for the project. Negotiate details of the contract with the vendor.		
Accomplishments	Discussed concerns about 3 <sup>rd</sup> draft of project plan with vendor.		
Risks and Mitigation	Status is yellow because further delay in receiving an acceptable project plan will cause the contract approval process to run behind and could impact overall project time line.  The 3 <sup>rd</sup> draft of the project plan is a very good task list (3100 tasks), but it cannot yet be considered a completed project plan. True up the dates, add the durations and dependencies and re-sequence as needed. They will then submit the plan for evaluation. The vendor must be prepared to present the updated and preliminarily approved project plan to the Property Steering Committee and SMEs at the 6/26 meeting for full approval.		
Planned for next period	Next steps include evaluation and approval of the 4th draft of the project plan, approving milestones, finalizing the contract, putting together the required funding and obtaining the approvals from the various boards, committees and the City/County Council as needed.		

Project	Agency / ISA owner	Phase	Overall Status
<b>Data Center Health-Rejuvenation</b>	ISA /Operations (David Grigsby)	Implementation	<b>Yellow</b>
Accomplishments	Met with Building Authority regarding what options we have for cooling the 9 <sup>th</sup> floor. They indicated that the Data Center should be cool all the time, and they lowered the temperature down to 68 degrees on two chillers.  Electrical upgrades are in process for servers already delivered for Justis and other applications. Electrical upgrades necessary for the Microsoft Migration production environment are still in the quoting process. Building Authority feels they will not have staff to get electrical work done in time to meet our schedule. We may have a 3 <sup>rd</sup> party do the installation to keep on schedule.		
Risks and Mitigation	On 6/6 the data center experienced Air Handler Temperature alarms when the temperature reached up to 89 degrees. Due to the excessive heat one of the server racks blew the circuit breaker, taking down E-Directory until the breaker was reset. E-Dir came back up in under 15 minutes, but ICHAIN's LDAP, the GWIA and Internet Proxy all took longer to restore service. Root cause analysis was performed and it was determined that maintenance was being performed on the backup chiller when the main chiller failed.		
Planned for next period	Continue work on electrical, space planning and cooling issues.		



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Project	Agency / ISA owner	Phase	Overall Status
<b>Automated Mapping Engine, (AME)</b>	Enterprise/GIS	Deployment/Testing	<b>Green</b>
Description	<p>The Automated Mapping Engine (AME), will allow staff to create a high cartographic quality map without the need for desktop GIS software to be installed. The application has been designed with a non-technical user in mind and will simplify the process of creating maps. This application will be available to users on the IndyGov Intranet only.</p> <p>Staff will be able to select from a set of predefined datasets to be mapped on top of a base set of map layers. The user will be able to further refine the data to be displayed by specifying an attribute filter to be applied, a geographic region such as a township, council district or neighborhood organization boundary and a date range. The user will be able to specify the size and orientation for the map. The application will then create a PDF format file of the map in question and deliver it to the user.</p> <p>The AME is being developed and deployed in 2 phases. Functionality included in Phase I is described above. Phase II will add the following:</p> <ul style="list-style-type: none"> <li>• The ability to save map definitions for repeated use.</li> <li>• The ability to subscribe to receive a map based upon a saved definition on a regular basis via email. This map would contain current data such as all citizen calls to the MAC within the past month.</li> <li>• Reporting capabilities so that a tabular report could be included in your map subscription.</li> </ul>		
Planned for this period	Expand user group. Gather feedback. Complete initial Phase II testing.		
Accomplishments	<p>Deployed Phase I to additional users and gathered feedback.</p> <p>Demonstrated Phase I to the IT team and provided the application link for their use.</p> <p>Identified Phase II issues during testing and began working on resolutions.</p> <p>Based upon user feedback, created a FAQ document to address some common questions.</p>		
Risks and Mitigation	None.		
Planned for next period	Complete resolution of Phase II issues and begin testing. Communicate with users to help them take advantage of Phase I capabilities.		

Project	Agency / ISA owner	Phase	Overall Status
<b>MyNeighborhood Portal</b>	DMD, Mayor's Office/GIS	Project Initiation	<b>Green</b>
Description	<p>This project will involve the creation of a new public internet application entitled MyNeighborhood. MyNeighborhood is envisioned to become a single source of information related to a citizen's surroundings. Preliminary plans are to consider the following types of items for inclusion:</p> <ul style="list-style-type: none"> <li>• Elected Officials</li> <li>• Trash Collection Day</li> <li>• Zoning, Flood Zone, and Land Use information</li> </ul>		



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	<ul style="list-style-type: none"> <li>• Crime Statistics</li> <li>• School Choices including Charters</li> <li>• Parks</li> <li>• Libraries</li> <li>• Police &amp; Fire Facilities</li> <li>• Post Offices</li> <li>• Neighborhood Associations</li> <li>• Etc</li> </ul> <p>In addition to listing each of these items for a given address and providing more detailed information about each subject, later phases of MyNeighborhood may also include the ability to provide citizens with directions from their address to the location of interest.</p> <p>The GIS Team will be creating this application using a “portal” approach that will allow us to utilize a common framework to which we can easily add additional functionality piece by piece without re-deploying the entire application.</p> <p>Initial projections are to have the first phase of this project available late this year.</p>
Planned for this period	Kick-off meeting with project sponsors.
Accomplishments	<p>Hosted a kick-off meeting with project sponsors to establish project scope and schedule.</p> <p>Assembled the project team and began creation of interface mock-ups.</p> <p>Established the GIS technical architecture that will be employed for this project.</p>
Risks and Mitigation	None.
Planned for next period	<p>Update stakeholders on June 29<sup>th</sup>. Present schedule, interface mock-up, data requirements, and architecture vision.</p> <p>Perform proof-of-concept tests to validate the validity of some new technical approaches.</p>

Project	Agency / ISA owner	Phase	Overall Status
<b>UASI Grant Funding Update – Cyber Security- Web Filter Implementation</b>	Enterprise/Operations	Testing/Procurement	Green
Planned for this period	Install production Web Filtering tool and start additional testing with production equipment before rollout.		
Accomplishments	Vendor Engineer completed installation of Web Filter and worked with NG engineers to transfer knowledge of product and installation.		
Risks and Mitigation	Product needs to be installed in production before start of Microsoft Migration. Installation of production Microsoft equipment has delayed pilot testing of the web filter until July.		
Planned for next period	<p>Engineer from new firewall vendor is scheduled to be on site July 12 to complete production configuration. Production implementation expected by the end of July.</p> <p>Complete configuration and start pilot rollout in July.</p>		



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Project	Agency / ISA owner	Phase	Overall Status
<b>UASI Grant Funding Update – Fiber Ring</b>	Enterprise/Operations	Implementation	<b>Green</b>
Planned for this period	Complete pulling cable and begin termination.		
Accomplishments	Progress was blocked by ~100 foot collapsed section of conduit. Clawson is working to repair. IFD3 & IFD11 are now connected to the fiber and the frame circuits will be disconnected. The last leg of the fiber was pulled the week of 6/12.		
Risks and Mitigation	Backup paths are in place until complete. Completion date was delayed due to collapsed conduit.		
Planned for next period	Complete termination and testing by end of June.		

Project	Agency / ISA owner	Phase	Overall Status
<b>UASI Grant Funding Update – Voice Redundancy</b>	Enterprise/Operations	Implementation	<b>Green</b>
Planned for this period	ISA will evaluate the Primary Rate Interface's (PRI) T-1s that bring dial tone to the voice network. The evaluation will determine how many PRI's need to be moved to the Disaster Recovery (DR) site. When the project is complete, we will schedule a series of DR tests.		
Accomplishments	Initial estimates of how many PRIs we will move are complete. Movement of the PRIs will begin within 30 days.		
Risks and Mitigation	Backhaul of 2 <sup>nd</sup> ISP may push bandwidth limits. Research into the concern has shown the risk is minimal.		
Planned for next period	Continue PRI evaluation and start move to Disaster Recovery site.		

Project	Agency / ISA owner	Phase	Overall Status
<b>MS Migration Access 97</b>	Enterprise/Operations (Doug Downey)	Planning	<b>Green</b>
Planned for this period	ISA Project Manager met with BRM staff regarding the Access 97 Phases.		
Accomplishments	Survey to send to customers regarding their Access databases was finalized.  DAI submitted Scope and Statement of Work to ISA for review.		
Risks and Mitigation	This is a key component to the MS Migration. It is known that many MS Migrations are snagged by the potentially difficult conversion of older versions of Access to Access 2003.		
Planned for next period	ISA Communications Team to produce a sub-site to the MS Migration Intranet site for project information on Access conversion.		

Project	Agency / ISA owner	Phase	Overall Status
<b>Justis.NET</b>	Courts/PMO (Rick Petrecca)	Development	<b>Green</b>
Planned for this period	Work continues on creating the middle tier of the application.		
Accomplishments	One MCDocket server is in production and the additional web and SQL servers are installed. The Justis .Net production servers have been installed in a new rack with the Windows 2003 operating system.		
Risks and Mitigation	Mercury Load Runner has not yet been implemented in production. This may impact testing of the application.		
Planned for next period	Acquire hardware for deploying Mercury Load Runner.		



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Project	Agency / ISA owner	Phase	Overall Status
<b>State-Wide Voter Registration Project</b>	State-wide, Clerk, VR/PMO-BRM (Dan Pavey)	Implementation	<b>Green</b>
Planned for this period	Continue to work with the State and Quest to bring about improvements in procedures, performance, reports and equipment before the November General Election		
Accomplishments	The 1 <sup>st</sup> summer build was put into the sandbox for the counties to test. The main purpose of this build was to provide GIS improvements and it should not have a major impact on Marion County.		
Risks and Mitigation	<p>The Marion County project sponsors remain very concerned about the overall consistency and reliability of First Tuesday due to the time to enter data, downtime and responsiveness.</p> <p>Two additional risks for the November General Election:</p> <ul style="list-style-type: none"> <li>• There will be at least one and as many as three changes in the Project Sponsor positions by the November Election.</li> <li>• The Election Board will be using the First Tuesday Election Management Module for the first time this fall.</li> </ul>		
Planned for next period	<p>Continue to work with the State and Quest to bring about improvements in procedures, performance, reports and equipment before the Fall General Election.</p> <p>There will be two or three additional major builds prior to the November General Election.</p>		

Project	Agency / ISA owner	Phase	Overall Status
<b>Document Management</b>	Enterprise (Doug Downey)	Planning	<b>Green</b>
Planned for this period	Develop a strategy for customers.		
Accomplishments	Followed up with i-Vault to inform them that DOA has not decided on the pilot. Discussing FileNet with Clean Stream in regards to possibly using ConstructWare as an alternative.		
Risks and Mitigation	Manage customer expectations.		
Planned for next period	Eric Denney to gather requirements for Guardian Home regarding their proposed solution.		

Project	Agency / ISA owner	Phase	Overall Status
<b>Stoneware Installation</b>	Enterprise (Dan Pavey)	Project Initiation	<b>Green</b>
Description	<p>Stoneware/webNetwork is the planned replacement for iChain and the web events calendar. It is also being evaluated as a supplement to Citrix and the SecureRemote VPN tools, and includes single sign on and self password reset functionality.</p> <p>Reference checks have all been very positive with all references continuing to find new uses for the webNetworks product and gave positive comments on stoneware support. Example uses include: A school allowing police and fire departments access to school security cameras across the internet. A city has created web applications, reports, graphs, and executive dashboards.</p>		



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Planned for this period	Prepare for the pilot demonstration of the Stoneware/webNetwork software.
Accomplishments	Servers were made available and the webNetwork software was loaded. Several members of ISA have successfully tested various functions of webNetwork from their office and home and it was demonstrated to the IT Team on 6/6/2006.
Risks and Mitigation	The product must be proven to work in the new enterprise environment.
Planned for next period	Complete the installation of the 3270 emulation piece. Complete the demo document. Complete work on the interfaces needed to fully utilize the calendaring functions. Roll Stoneware/webNetwork out to ISA, the IT Team and Board members for a “generic-set up” hands on demo opportunity.

Project	Agency / ISA owner	Phase	Overall Status
<b>M4 to M5 Upgrade Project</b>	Fleet Services (Doug Downey)	Planning	<b>Green</b>
Planned for this period	Establish demo version for training.		
Accomplishments	ISA met with Fleet, Maximus and NG regarding timeline and scheduled activities for the upgrade to M5 v1.81.1 from M4. In the meeting the project team discovered that the vendor, Maximus, is releasing M5 2.0 in August. Fleet is assessing whether to convert to M5 v1.8.1 or M5 v2.0. M5 v2.0 will be written in .Net 2.0.		
Risks and Mitigation	Maximus has some issues with other components of the service offering to Fleet Services. Fleet Service may want to leverage the start of M4 to M5 Upgrade to resolve outstanding issues.		
Planned for next period	Set meeting with all parties: Fleet, NG, ISA and Maximus.		

Project	Agency / ISA owner	Phase	Overall Status
<b>Automated Vehicle Locator</b>	DPW/PMO (Andy Laudick)	Information Gathering	<b>Green</b>
Planned for this period	Gather and organize questions related to RFP from vendors. Distribute list of questions to AVL project team for review and request answers from appropriate staff. Preparation of questions/answers document to return to vendors. Distribute question/answer responses back to vendors for review.		
Accomplishments	Published RFP June 12, 2006.		
Risks and Mitigation	Compressed timeline.		
Planned for next period	Answer questions from vendors related to the RFP, and prepare for final proposals to be submitted on July 11, 2006.		

Project	Agency / ISA owner	Phase	Overall Status
<b>Auto Assignment</b>	DMD / PMO (Andy Laudick)	Information Gathering	<b>Green</b>
Planned for this period	Coordinate user testing.		
Accomplishments	New inspector boundaries have been loaded into the test environment.		
Risks and Mitigation	None.		
Planned for next period	Testing of application.		

Project	Agency / ISA owner	Phase	Overall Status
<b>Recruitmax</b>	DOA-HR/PMO (Andy Laudick)	Information Gathering	<b>Green</b>
Planned for this period	Continue to review content modifications and updates performed by Recruitmax. Perform user acceptance testing and coordination of pilot department to begin initial steps to roll out Recruitmax application.		



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Accomplishments	Recruitmax completed the final subset of requested changes.
Risks and Mitigation	Currently there is no direct contact in HR due to an employee leaving. ISA is filling the void to continue communication between the City and Recruitmax.
Planned for next period	Continue to test modifications and changes made by Recruitmax, and planning rollout schedule.

Project	Agency / ISA owner	Phase	Overall Status
<b>Wireless</b>	ISA/PMO (Andy Laudick)	Information Gathering	<b>Green</b>
Planned for this period	Research progressed on wireless initiatives to fulfill City/County needs. Investigating other cities to help estimate costs associated with implementing. Identifying potential partners and working with schools, libraries, universities, utilities and others that would help in creating a countywide "Wi-Fi" network.		
Accomplishments	Met to discuss initial steps to identify needs and requirements to plan a wireless "Wi-Fi" solution for the City/County. Mapped current City/County "hot spots" and current public "hot spots" to show general coverage area.		
Risks and Mitigation			
Planned for next period	Continue to identify Wi-Fi needs and requirements. Look at resources available to help with "Wi-Fi" requirements gathering and needs assessment. Research consultants to help City/County identify needs related to wireless technology.		

Project	Agency / ISA owner	Phase	Overall Status
<b>IPD Portable Camera</b>	ISA/PMO (Andy Laudick)	Information Gathering	<b>Green</b>
Planned for this period	Define requirements and project scope to identify priority areas to fulfill requirements for Buffer Zone Protection grant from Department of Homeland Security (DHS).		
Accomplishments	Meeting to discuss status of DHS grant funding of up to \$350,000 for project. Discussed roles and tasks for next meeting.		
Risks and Mitigation			
Planned for next period	Estimate costs and needs assessment for project, and identify current fiber infrastructure for city/county. Map countywide infrastructure to help determine the best location for cameras to be installed.		

Project	Agency / ISA owner	Phase	Overall Status
<b>MCSD Telephone Project</b>	ISA/PMO (Lori Kuhn)	Implementation	<b>Green</b>
Planned for this period			
Accomplishments	Three Sheriff Department offices have been moved to ISA telephone support.		
Risks and Mitigation			
Planned for next period			



## ISA Operations Service Level Summary: May 2006

### Service Area 1 & 2

SLR Description	Service Measure	SLR	May	Credit Points	Details/Comments
<b>User Account Administration Tasks</b>					
Speed to Answer	Phone response time	90.00%	88.57%	0	

Matrix	May	YTD 2006	YTD 2005	Projected 2006	% of Projected
Calls to HD	4,229	21,182	22,057	75,912	28%
Tickets Opened	4,823	22,580	14,124	N/A	N/A
Monthly IMAC #	789	4,335	N/A	11,892	37%
Project IMAC #	0	1,598	N/A	N/A	N/A

**Notes:**

\* Projected Call Volume from Schedule C of the contract.

\* Projected Tickets Opened were not forecasted in the contract.

\* "Calls to HD" does not include email, fax and walkup request.

### Service Area 3

All Service Area 3 SLRs were met by DAI and NG for May

DAI SA3 Numbers		
Matrix	May	YTD 2006
Tickets Opened	99	1,885
Resolved	91	1,783
In-Process	8	71
On Customer Hold	0	31

NG SA3 Numbers		
Matrix	May	YTD 2006
Tickets Opened	103	571
Resolved	94	494
Active	24	N/A
In Queue	7	N/A
On Customer Hold	12	N/A

# SLR Report April 2006

Legend	
Results Met SLR for Month	
Results Did Not Meet SLR for Month	
There was no activity/requests for this SLR for the month	
SLR was not Reported for the Month	
Credits to be assessed for the SLR monthly performance	

Northrop Grumman SLR's:														
#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Nov	Dec	Jan	Feb	Mar	Apr	May	Credit Points	Details/Comments
<b>System Server</b>														
1	Mainframe Production Sub-systems (includes MVS, CICS, Batch, IMS, TSO, and DB2)	SA1	Availability	Sun-Sat, 000-2400	99.90%	99.92%	99.98%	99.99%	100%	99.98%	100%	100%	30	
2	Mainframe Development Sub-systems (includes MVS, CICS, Batch, IMS, TSO, and DB2)	SA1	Availability	Sun-Sat, 0000-2400	90.00%	100%	100%	99.94%	100%	100%	100%	100%	20	
3	Production Unix Applications, Middleware and Databases	SA1	Availability	Sun-Sat, 0000-2400	99.90%	99.91%	99.99%	99.97%	99.97%	99.93%	99.98%	99.96%	30	
4	Production Intel Applications, Middleware and Databases	SA1	Availability	Sun-Sat, 0000-2400	99.90%	99.93%	99.94%	99.98%	99.93%	99.59%	99.98%	100%	30	
5	Production messaging Servers (e-mail)	SA1	Availability	Sun-Sat, 0000-2400	98.00%	98.81%	98.47%	99.10%	98.91%	98.11%	99.78%	100%	20	
6	EOC Common Shared Server Infrastructure including LAN	SA1	Availability	Sun-Sat, 0000-2400	98.00%	100.00%	99.83%	99.92%	99.92%	99.98%	99.93%	98.87%	5	
7	Shared Storage systems	SA1	Availability	Sun-Sat, 0000-2400	98.00%	98.03%	99.98%	100%	100%	99.97%	99.88%	99.94%	20	
8	QA/Test Systems and Servers	SA1	Availability	Sun-Sat, 0000-2400	95.00%	98.61%	98.59%	99.55%	99.76%	98.78%	99.41%	99.30%	20	
9	Development Servers	SA1	Availability	Sun-Sat, 0000-2400	90.00%	92.49%	97.07%	99.52%	99.59%	99.59%	99.62%	99.54%	20	
<b>Application Platform Online Response Time</b>														
10	Mainframe Production Systems	SA1	Online Response Time	transactions complete ≤ 2.0 sec	98.00%	98.66%	98.70%	98.46%	98.51%	98.56%	98.50%	98.65%	30	
11	Unix Production Systems	SA1	Online Response Time	transactions complete ≤ 2.0 sec	98.00%	90.16%	99.46%	99.19%	99.99%	99.98%	99.65%	99.99%	30	
12	Intel Production Systems	SA1	Online Response Time	transactions complete ≤ 2.0 sec	98.00%	93.10%	98.61%	99.04%	99.94%	99.95%	98.93%	99.98%	30	
<b>Batch Processing</b>														
13	Demand Production Batch—Job Requests	SA1	Response Time	1 hour	98%	100%	100%	100%	100%	99.60%	100.00%	100.00%	5	
14	Emergency Requests	SA1	Response Time	15 minutes	98%	None	None	None	none	none	none	none	5	
<b>System/Server/Network Administration (All Platforms)</b>														

Northrop Grumman SLR's:														
#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Nov	Dec	Jan	Feb	Mar	Apr	May	Credit Points	Details/Comments
15	Capacity/Performance * Continuously monitor server and network capacity and performance and storage capacity for defined threshold alerts and anomalies. * Notify City/County when alerts are triggered or anomalies are identified on system resources.	SA1	Accuracy of monitoring and reporting threshold alerts and anomalies. Response time to report	1 hour notification of City/County of verification of event trigger or anomaly identification.	99.80%	99.80%	100%	100.00%	100%	100%	100%	100%	20	
16	Capacity/Performance Planning * Trend Analysis and reporting across all platforms. Capacity change requests - Server & Storage	SA1	Proactive daily monitoring and preemptive intervention to advise City/County of need to increase server and storage capacity.	Monthly analysis reports and interim reports on rapidly developing events and trend identification.	98.00%	98%	100%	100.00%	100%	100%	100%	100%	20	
17	Deploy service/security patches and anti-virus updates necessary to protect or repair environment vulnerabilities.	SA1	Response Time	Same business day as signoff subject to agreed upon change control procedures.	99.00%	100%	100%	100.00%	100%	100%	100%	100%	20	
<b>Restoration Services</b>														
18	Critical Restore Requests	SA1	Response Time Onsite Storage Offsite Storage	3 business hours to begin from time of notification by Service Recipient.	99%	100%	None	100%	100%	none	none	none	10	
19	New Server	SA1	Target Time from time received onsite	5 business days	95%	100%	None	None	none	none	100%	100%	5	
<b>Network Availability</b>														
20	Router Availability	SA1	Fully Functional	Sun-Sat, 0000-2400	99.80%	100%	100%	100%	100%	99.99%	100%	100%	10	
21	VPN Availability	SA1	Fully Functional	Sun-Sat, 0000-2400	99.80%	100%	100%	100%	100%	99.98%	100%	100%	5	
22	IP Dial Availability	SA1	Fully Functional	Sun-Sat, 0000-2400	99.80%	100%	100%	100%	99.98%	100%	99.83%	100%	5	
<b>Network Performance - Performance Type Per Circuit</b>														

Northrop Grumman SLR's:														
#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Nov	Dec	Jan	Feb	Mar	Apr	May	Credit Points	Details/Comments
23	Overhead— collectively for all Provider-provisioned components	SA1	Elapsed Time (5 min intervals)	90% of all packets with < 6% overhead	98.00%		100%	100%	100%	100%	100%	100%	10	
<b>Help Desk - Incident Resolution</b>														
24	1 <sup>st</sup> Call Resolution Rate	SA2	Response time	Resolution on first call	80.00%	87.04%	86.48%	86.50%	86.19%	84.88%	86.62%	84.41%	10	
25	Email Response rate	SA2	Online response time	≤ 1 hour	98%	97.38%	97.29%	98.72%	98.10%	98.40%	99.08%	98.37%	5	
26	Severity 1—Urgent	SA2	Elapsed time	Resolution within 1 hour	95.00%	None	None	100.00%	100.00%	66.67%	100.00%	100%	20	
27	Severity 2—Critical	SA2	Elapsed time	Resolution within 4 hours	95.00%	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	20	
28	Severity 3—Normal	SA2	Elapsed time	Resolution within 12 business hrs	90.00%	96.00%	94.69%	95.24%	94.95%	90.83%	90.60%	93.48%	10	
29	Severity 4—Cosmetic	SA2	Elapsed time	Resolution within 16 business hrs	90.00%	90.91%	91.76%	96.36%	88.63%	92.47%	92.09%	90.31%	10	
<b>Help Desk - Incident Closure</b>														
30	Root Cause Analysis (RCA)	SA2	Scheduled	Provide monthly written review of problem areas and resolutions for Severity 1 and Severity 2 levels as designated by problem mgmt team.	99.00%	100%	100%	100.00%	100.00%	100.00%	100.00%	100%	5	
31	Recurring Problem	SA2	Repeat Calls	<2% recall (reopen)	2%	0.46%	0.82%	<1%	0.88%	0.36%	0.65%	0.74%	10	
<b>User Account Administration Tasks</b>														
32	New User Account (up to 5 per request)	SA2	Response time	Completed within 2 business days of authorized request. 1 Day as of July 1st	99.00%	100%	100.00%	99.19%	100.00%	99.12%	96.77%	100%	10	
33	New User Account (6-20 per request)	SA2	Response time	Completed within 3 business days of authorized request.	99.00%	None	100.00%	None	100.00%	None	100.00%	100%	5	
34	Password Reset	SA2	Response time	completed within 15 minutes of receipt of request.	92.00%	95.87%	97.30%	98.06%	97.47%	96.94%	97.24%	97.01%	5	

Northrop Grumman SLR's:														
#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Nov	Dec	Jan	Feb	Mar	Apr	May	Credit Points	Details/Comments
		SA2		Completed within 45 minutes of receipt of request.	98.00%	98.39%	99.75%	99.93%	99.85%	99.86%	99.85%	99.62%		
35	Privilege Changes	SA2	Response time	Within 1 business day of City/County authorized request.	98.00%	100%	100.00%	100.00%	100.00%	99.52%	95.45%	99.31%	5	
36	Emergency Disable Account	SA2	Response time	Within 30 minutes of City/County authorized request.	99.90%	100%	100.00%	100.00%	100.00%	100.00%	100.00%	none	10	
37	Disable User Account	SA2	Response time 1-5 Requests	Within 4 hours of authorized request.	98.00%	97.96%	86.42%	100.00%	100.00%	100.00%	97.10%	100%	5	
			Response time 6-10 Requests	Within 8 hours of authorized request.	98.00%	None	0.00%	100.00%	None	100.00%	100.00%	100%		
			Response time 11+ Requests	Within 12 hours of authorized request.	98.00%	None	100.00%	None	100.00%	None	100.00%	none		
<b>Customer Satisfaction</b>														
38	Periodic Sample Satisfaction Survey	SA2	Customer Satisfaction rate	Users surveyed should be very satisfied or satisfied.	95%	None	None	98.67	96.67	96.95	98.70%	96.91%	20	
39	Scheduled Survey (conducted at least bi-annually)	SA2	Customer Satisfaction rate	Users surveyed should be very satisfied or satisfied.	95%			NR	None	None	None	none	30	NG will provide Survey results in July for first half of 2006.
<b>Asset Management</b>														
40	95% accuracy for those items currently being maintained in the inventory database. Any changes or additions made to the database from the date of this agreement should reflect 98% accuracy.	SA2	Quarterly	95% on existing data, 98% on data entered since 1/1/05	98%			60%*	None	53.60%	None	none	20	
<b>Deployment - Distributed Computing</b>														
41	Urgent Request, single installation (High Priority)	SA2	Elapsed time	1 Business Day	98%	100%	None	None	None	75.00%	100.00%	none	5	
42	1-10 in a single request	SA2	Elapsed time	10 Business Days	92%	96.05%	96.88%	98.77%	100.00%	99.26%	98.33%	98.53%	10	
<b>Physical Equipment Moves - Distributed Computing</b>														
43	Urgent Request, single move (High Priority)	SA2	Target Time from request	4 hours	98.00%	None	None	100.00%	None	100.00%	100.00%	none	5	
44	1-10 (per 5 business days advanced notice) May 2006 2006 Board SLR Report rev 2	SA2	Target Time from request	10 Business Days	95.00%	95.45%	100.00%	97.78%	91.67%	100.00%	100.00%	100%	10	

Northrop Grumman SLR's:														
#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Nov	Dec	Jan	Feb	Mar	Apr	May	Credit Points	Details/Comments
<b>Test Batch</b>														
45	Test Batch—Submitted Jobs	SA1	Response Time	Per submitted request	1 hour	None	None	None	none	none	none	none		
<b>Report Distribution/Output Delivery</b>														
46	Remote Output Delivery	SA1	Per Scheduled Time	Remote output delivered to appropriate destination according to approved schedules.	98%	100%	98.98%	100	100%	100%	100%	100%		
<b>Restoration Services</b>														
47	Non-Critical Restore Requests	SA1	Response Time Onsite Storage Offsite Storage	# of business days to begin from time of notification by Service Recipient.	2 days 99% of the time	100%	50%	100	100%	83.33%	100%	100%		
<b>Network Performance - Performance Type Per Circuit</b>														
48	Packet Delivery	SA1	Successful packet transmission	100%	99.8% (data loss < 0.1%)		100%	100	100%	100%	100%	100%		
<b>Network Services - Disaster Recovery</b>														
49	Time to recover	SA1	TBD from policy plan			None	None	None	100%	none	none	none		
50	Annual test allowance	SA1	Two tests per year, two days per test			None	None	None	100%	none	none	none		
<b>General Administrative Functions</b>														
51	Administer network device password change control procedures—for new carrier technical staff, new IT staff; and deleting passwords for personnel leaving both organizations.	SA1	Overall Schedule	Sun–Sat, 0000–2400	98.00%	None	None	None	none	none	none	100%		
52	Software configuration revision or change to a network device. (router, firewall, VPN device, IP Dial server, etc.)	SA1	Response Time	Mon–Sat, 0700–1800 <4 Hours	98.00%	None	None	None	none	none	none	none		
<b>Help Desk - Response Time</b>														
53	Speed to Answer	SA2	Phone response time	≤ 60 sec	90%	91.45%	94.33%	90.67%	90.30%	89.03%	90.89%	88.57%		
54	Call Abandonment rate	SA2	Phone response time	≤ 2% of calls that abandon greater than or equal to 60 seconds	≤ 2%	1.06%	0.57%	1.41%	1.29%	1.49%	1.73%	1.44%		
<b>Application Maintenance</b>														

Northrop Grumman SLR's:														
#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Nov	Dec	Jan	Feb	Mar	Apr	May	Credit Points	Details/Comments
55	Project Estimation Methods and Tools Used for Cost and Schedule	SA3	Target	100% of projects	100%	None	100%	100%	100%	100%	100%	100%		
56	Project Estimation (actual cost vs. estimated cost)	SA3	Target Cost	Actual Estimate	Actual - Not more than +/- 10% of estimate	None	100%	100%	100%	100%	100%	100%		
57	Service Requests	SA3	Target Time	Deliver proposal within target time	<3 days 95%	None	100%	100%	100%	100%	100%	100%		
58	Critical milestone Completion – Critical milestones on the Critical Path. - (as agreed to by ISA, customer and Provider)	SA3	Completion Date	Completion of critical milestones by scheduled completion date	95%	None	100%	None	None	None	100%	100%		
59	Customer Satisfaction	SA3	Target	Rated satisfied or very satisfied at quarterly intervals/ after delivery of upgrade	95%	None	100%	None	None	None	100%	100%		

<b>Performance Credits</b>	\$52,500	\$11,600	\$0	\$0	\$23,000	\$0	\$0	<b>\$87,100</b>
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# Information Technology Board

Leading the way in enterprise-wide technology

## Financial Report

This report describes the financial position of ISA in four areas: 2005 vs. 2006 Budget Comparison, Year to Date Revenue Statement, May 2005 vs. May 2006 Contract Comparison, and 2006 Application Maintenance and Support Expenditures.

### Budget Comparison – May 2005 vs May 2006

<b>TOTAL</b>	<b>\$35,183,092</b>	<b>\$15,165,490</b>	<b>43.1%</b>	<b>\$30,218,425</b>	<b>\$12,196,857</b>	<b>40.4%</b>
Char 1 - Personnel & Fringes	\$2,942,426	\$1,009,019	34.3%	\$3,214,142	\$1,212,490	37.7%
Char 2 - Supplies	\$77,536	\$29,649	38.2%	\$73,801	\$11,564	15.7%
Char 3 - Contractual Services	\$32,049,214	\$14,057,488	43.9%	\$26,818,315	\$10,969,490	40.9%
Char 4 - Capital & Equipment	\$113,916	\$69,334	60.9%	\$112,167	\$3,313	3.0%

ISA expenditures for May 2006 totals \$15 million or 43%. This includes payments to Northrop Grumman and DAI year to date. The 2006 budget includes purchase orders in the amount of \$7.1 million from 2005. The 2006 YTD expense for character 3 includes \$5 million carried over from 2005. The character 4 expense includes \$31K carried over from 2005.

### 2006 May Year to Date Revenue

	<b>2006 Total Projected</b>	<b>YTD 2006</b>	<b>% Collected</b>
<b>TOTAL REVENUE</b>	<b>\$28,215,191</b>	<b>\$11,273,617</b>	<b>40.0%</b>
<b>Chargeback/Pass Through</b>			
City	\$13,903,746	\$5,693,817	41.0%
County	\$11,911,637	\$4,263,564	35.8%
Other (Outside Agencies)	\$61,508	\$89,827	146.0%
<b>Telephones</b>			
City	\$1,208,116	\$553,016	45.8%
County	\$952,553	\$512,698	53.8%
Other (Outside Agencies)	\$162,631	\$64,195	39.5%
IMAGIS	\$0	\$74,000	0.0%
Misc Revenue	\$0	\$22,500	0.0%
Enhanced Access	\$15,000	\$0	0.0%

ISA has collected \$11 Million dollars or 40% of our projected revenue for YTD May 2006, which includes payments received for the 4<sup>th</sup> quarter 2005 billings. Quarterly reports have been sent to the Controller's and Auditor's Office by Department or Agency.

The revenue for the County's December chargeback has historically been posted in the following year's revenue. For the December 2005 chargeback, the revenue was posted in FAMIS as 2005 revenue. Therefore, the County's revenue percentage will be lower than the expected percent each month.

The projected revenue does not include the \$2 million that will be collected for the UASI grant. The appropriation was carried over into 2006.



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## May 05 vs. May 06 Contract Comparison

The 2005 base contract including the amendment of \$150K for the DBA's and SA3 manager, totaled \$8.976M. The 2006 base contract and the projected amount for the DBA's and SA3 manager totals \$9.113M. Overall, the projected increase in the NG contract for 2006 will be \$137K.

(In Thousands) Actual Cost	Apr-05	May-06	Variance
<b>TOTAL</b>	<b>\$4,255</b>	<b>\$4,251</b>	<b>-\$4</b>
NG	\$4,059	\$4,049	-\$10
DAI (Mainframe Only)	\$196	\$202	\$6

\*Includes \$11,600 SLR credit from December and \$23,000 credit from March

## 2006 Application Maintenance and Support Budget

	Budgeted Dollars	Dollars Spent	Budgeted Hours	Hours Spent	% Used
<b>TOTAL</b>	<b>\$1,635,830</b>	<b>\$450,629</b>	<b>22,720</b>	<b>6,259</b>	<b>27.5%</b>
City	\$1,054,512	\$265,668	14,646	3,690	25.2%
County	\$581,318	\$184,960	8,074	2,569	31.8%

The chart above shows the hours and dollars budgeted for the City and County for Application Maintenance and Support. Vs the actual for 2006.

### Definition:

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

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

## 2007 Budgets

ISA met with the Office of Finance & Management on June 14 to review the proposed budget for 2007. The dollars by chargeback category will be submitted for review and allocation to the departments and agencies 2007 budget by the Office of Finance & Management.



**ENHANCED ACCESS REVIEW COMMITTEE / IT BOARD**

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**CIVICNET DIRECTOR'S REPORT**  
*May 2006*

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**CIVICNET HIGHLIGHTS**

CivicNet transactions for May reached a new single-month record, eclipsing April totals by 17 percent. City and county revenue collected via CivicNet for the month topped \$450 million – also a new record.

In addition to launching the Commissary Deposit service for the Marion County Sherriff’s Department, the CivicNet team released four change requests for testing to the Division of Compliance. The change requests included Completion/Inspection Display Changes, Fee Changes for License Renewals, Permit Research Link, and Right of Way Permits- Adding Utility Agents. The change requests will improve functionality and usability of the online permitting applications provided by the agency.

The CivicNet marketing team also delivered modifications on the campaign concepts to Animal Care and Control for the *Canine Crimestoppers* Campaign. The changes were accepted by ACCD and the project will be completed by mid-June. CivicNet will provide ACCD with a CD of marketing concepts that will be used for various print materials.

Currently in the planning stages, an upgrade to the CivicNet Incident Reports will provide more reliable service to customers by connecting to a new Web service developed by IPD. The existing application experiences frequent connectivity issues that impact the availability of reports to end users.

CivicNet court services will be changed significantly during the coming months to interface with the new JUSTIS.Net system. The CivicNet team is coordinating with court staff, ISA and DAI to define requirements and develop the scope of work for this large project, which must be completed prior to the October JUSTIS.Net cutover.

**May at a Glance**

Transactions.....	<b>42,881</b>
Subscribers.....	<b>2,873</b>
Statutory Funds Collected....	<b>\$457,329</b>

**Project Highlights**

MCSO Commissary Deposit .....	<b>Deployed</b>
License Renewal Fee Changes - DOC .....	<b>Testing</b>
Permit Research Link- DOC.....	<b>Testing</b>
Right of Way- Utility Agents - DOC.....	<b>Testing</b>
Change on Incident Reports IPD.....	<b>Deployed</b>

**Marketing Highlights**

Canine Crimestoppers ACCD.....	<b>Finalizing</b>
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**ACTIVE PROJECTS 2006**

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<b>Project</b>	<b>Agency</b>	<b>Description</b>	<b>Status</b>	<b>Type</b>	<b>Date</b>
JJISS Expansion – Franklin Township	Juvenile Justice	Expand Juvenile Justice Information Sharing System to Franklin Township.	Deployed	Project	5/31/06
Online Commissary Deposits	MCSO	Provide online service for deposit into inmate's account.	Deployed	Project	5/31/06
ITM Bid Package Download	Purchasing	Allow for free download of ITM/County bid packages.	Deployed	Project	5/31/06
Bulk Property Search Service	Treasurer's Office	Add the TSD code to the final file received by users. Post PDF created by Treasurer's office on application and notification email.	Deployed	Project	5/31/06
Marriage Certificate Search	Clerk	The marriage date on the Marriage License Search Application is displaying incorrect dates for individuals married before a certain date in the 1900's. (Y2K issue)	Deployed	Change	5/31/06
OTC	DMD	New computers not compatible with Port to Port Card Readers. Order new Credit Card readers with USB connection.	Issue Resolved	Issue	5/31/06
Revenue Code Changes	Division of Compliance	Change two revenue codes (sub-object) on current billing report.	Issue Resolved	Issue	5/31/06
Incident Reports Web Service	IPD	Connect to IPD through Web service for incident reports, replacing server upload.	Planning	Project	5/31/06
Web Licensing Upgrade	Division of Compliance	Upgrade all seven online permitting types to validate users to DOC Web Licensing database.	Planning	Project	5/31/06
Right of Way Permits- Add Utility Agent	Division of Compliance	Comply with validation trigger and add utility option as choice instead of just agent.	Testing	Change	5/31/06
Justis	Marion County Clerk	Rewrite court applications/connection to interface with new .NET platform.	Planning	Project	5/31/06
Inspection Request and Approved Permits	Division of Compliance	Change the functionality of Inspection Requests so that users are unable to apply for an inspection until their permit has been accepted/approved.	Development	Change	5/31/06
Permit Research	Division of Compliance	Change the CivicNet permit status page to link to the Permit Research Web application that shows permit history and action	Testing	Change	5/31/06
Completion/Inspection Display	Division of Compliance	Change the completion card/inspection buttons listed on permit status page to show the final inspection date was requested and the date the completion card was received.	Testing	Change	5/31/06

Project	Agency	Description	Status	Type	Date
Fees for License Renewals	Division of Compliance	Change fees on Craft License and General Contractor license renewal fees.	Testing	Change	5/31/06

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### PENDING/ON-HOLD PROJECTS

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Project	Agency	Description	Status	Type	Date
Property Tax Payments	Treasurer's Office	Online property tax payments.	On Hold	Project	5/31/06
Oversize/Overweight Permits	Division of Compliance	Provide online request and approval for permit.	On Hold	Project	5/31/06
Recorded Document Look up/Retrieval	Recorder's Office	Service Request Approved 3/13/03. Agency agreements pending.	On Hold	Project	5/31/06
Online Child Support Payments	Clerk's Office	Provide 24 hour service for online payments via credit card.	On Hold	Project	5/31/06
Tax Sale	Auditor's Office	Provide tax sale property information for sold properties by parcel number.	On Hold	Project	5/31/06
Pay ACCD fines online	Animal Care & Control	Develop online payment portal allowing citizens to pay ACCD fines online.	On Hold	Project	5/31/06
Online Waiver Form	Custodial Agencies	Create online questionnaire to determine if agency/organization qualifies for online waiver.	On Hold	Project	5/31/06
Permit Expiration Notification	Division of Compliance	Email permit holders when permit is due to expire.	On Hold	Project	5/31/06
Completion/Inspection Cards Online	Division of Compliance	Allow Completion/Inspection Cards to be filed online for those who do not file permits online.	On Hold	Project	5/31/06
CivicNet to Indy.gov Merger	CivicNet/ISA	Merge CivicNet applications into the Indy.gov Website	On Hold	Project	5/31/06

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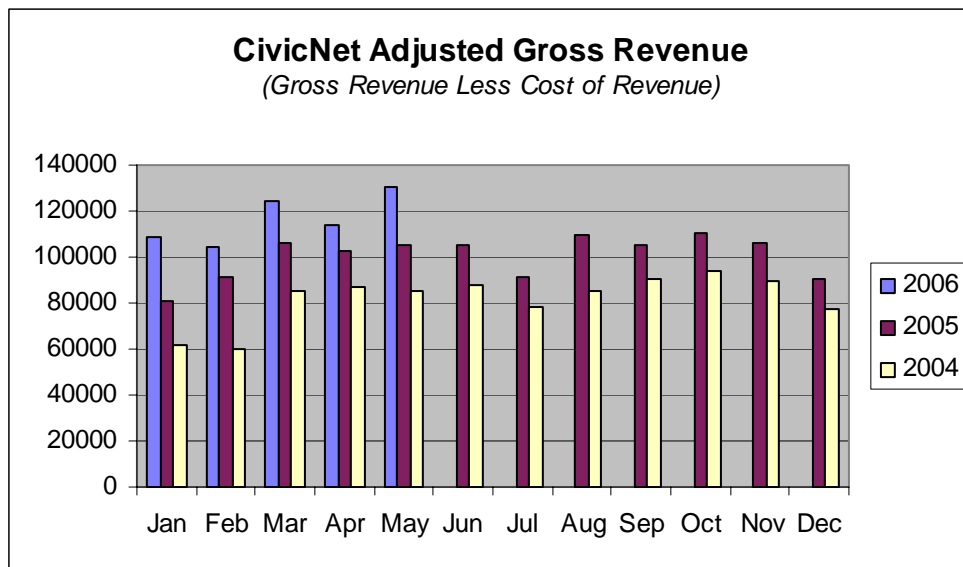
**CIVICNET FINANCIALS – MAY 2006**

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	<b>May 2005</b>	<b>May 2006</b>	<b>YTD 2006</b>
<b>Revenues</b>	\$118,890	\$145,676	\$648,593
<b>Cost of Revenues</b>	\$14,075	\$15,579	\$66,846
<b>Adjusted Gross Revenue</b>	\$104,815	\$130,097	\$581,747
<b>Operating Expenses</b>	\$34,377	\$19,259	\$109,201
<b>Net Income/Loss – Before Taxes</b>	\$70,438	\$110,838	\$472,546
<b>Income Tax (Fed.,State,Deferred)</b>	\$32,556	\$40,655	\$174,196
<b>Net Income/Loss</b>	\$37,882	\$70,183	\$298,350
<b>Enhanced Access Revenue Share</b>	<b>\$2,096</b>	<b>\$13,010</b>	<b>\$58,175</b>

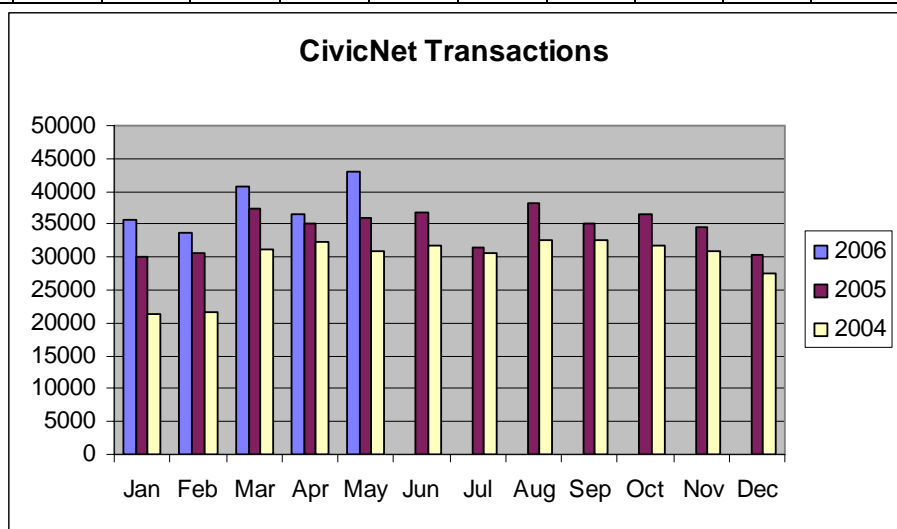
## CIVICNET ADJUSTED GROSS REVENUE HISTORY

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2006</b>	108902	104449	124724	113575	130097							
<b>prior month % change</b>	19.9%	-4.1%	19.4%	-8.9%	14.5%							
<b>prior year % change (2005)</b>	35%	14.2%	17.9%	10.7%	24.1%							
<b>2005</b>	80617	91446	105752	102619	104815	105570	91673	109545	105049	110056	105973	90806
<b>prior year % change (2004)</b>	30%	52%	24%	17%	22%	21%	17%	29%	16%	18%	18%	17%
<b>2004</b>	61779	60322	85436	87365	85564	87422	78678	84832	90264	93625	89564	77603



## 2006 TRANSACTIONS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2006</b>	<b>35700</b>	<b>33667</b>	<b>40796</b>	<b>36623</b>	<b>42881</b>							
prior month % change	17.6%	-5.7%	21.2%	10.2%	17.1%							
prior year % change (2005)	18.3%	9.8%	9.5%	4.2%	18.9%							
<b>2005</b>	<b>30175</b>	<b>30653</b>	<b>37259</b>	<b>35160</b>	<b>36057</b>	<b>36871</b>	<b>31550</b>	<b>38246</b>	<b>35001</b>	<b>36460</b>	<b>34499</b>	<b>30346</b>
prior year % change (2004)	40%	42%	19%	9%	16%	16%	3%	17%	8%	14%	12%	11%



## CIVICNET TRANSACTION HISTORY

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
<b>January</b>		3,880	6,239	12,613	17,543	14,718	15,987	21,486	30,175	35,700
<b>February</b>		3,608	7,507	12,819	15,835	14,165	14,816	21,660	30,653	33,667
<b>March</b>		3,154	9,523	14,964	18,233	15,038	19,295	31,264	37,259	40,796
<b>April</b>		5,502	10,009	13,543	17,089	17,597	19,467	32,215	35,160	36,623
<b>May</b>		5,503	9,918	15,481	18,057	17,819	19,756	31,009	36,057	42,881
<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	31,550	
<b>August</b>		6,875	12,264	19,269	19,114	20,407	21,585	32,637	38,246	
<b>September</b>		6,412	13,676	17,116	14,513	18,801	22,554	32,477	35,001	
<b>October</b>		7,539	13,628	17,437	18,627	22,387	24,294	31,860	36,460	
<b>November</b>		7,437	15,109	18,021	18,974	18,247	21,052	30,778	34,499	
<b>December</b>	4,813	6,375	12,656	13,776	12,248	15,056	20,803	27,408	30,346	
<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>412,277</b>	<b>189,667</b>
<b>Growth/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>	<b>16.1%</b>	

## 2006 TRANSACTIONS ~ ACTIVITY DETAIL

2006 ACTIVITY	Fee	April-06			May-06			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	10278	\$0.00	\$20,556.00	12400	\$0.00	\$24,800.00	53541	\$0.00	\$107,082.00
Name Search CC	\$3.06	988	\$0.00	\$3,023.28	1247	\$0.00	\$3,815.82	5317	\$0.00	\$16,270.02
Case Summary Sub	\$5.00	2512	\$0.00	\$12,560.00	2974	\$0.00	\$14,870.00	13235	\$0.00	\$66,175.00
Case Summary CC	\$6.12	146	\$0.00	\$893.52	203	\$0.00	\$1,242.36	890	\$0.00	\$5,446.80
Party Booking Sub	\$5.00	109	\$0.00	\$545.00	140	\$0.00	\$700.00	626	\$0.00	\$3,130.00
Party Booking CC	\$6.12	33	\$0.00	\$201.96	36	\$0.00	\$220.32	169	\$0.00	\$1,034.28
<b>Total</b>		<b>14066</b>	<b>\$0.00</b>	<b>\$37,779.76</b>	<b>17000</b>	<b>\$0.00</b>	<b>\$45,648.50</b>	<b>73778</b>	<b>\$0.00</b>	<b>\$199,138.10</b>
<b>Civil Court Services</b>										
Case Summary Sub	\$5.00	4493	\$0.00	\$22,465.00	5286	\$0.00	\$26,430.00	23709	\$0.00	\$118,545.00
Case Summary CC	\$6.12	312	\$0.00	\$1,909.44	395	\$0.00	\$2,417.40	1838	\$0.00	\$11,248.56
Judgments Sub	\$3.00	883	\$0.00	\$2,649.00	1270	\$0.00	\$3,810.00	4966	\$0.00	\$14,898.00
Judgments CC	\$4.08	40	\$0.00	\$163.20	41	\$0.00	\$167.28	249	\$0.00	\$1,015.92
Summons	\$1.00	2919	\$0.00	\$2,919.00	2869	\$0.00	\$2,869.00	12792	\$0.00	\$12,792.00
Tax Warrant	\$1.00	1240	\$0.00	\$1,240.00	1531	\$0.00	\$1,531.00	6554	\$0.00	\$6,554.00
Tax Satisfaction	\$1.00	570	\$0.00	\$570.00	702	\$0.00	\$702.00	3086	\$0.00	\$3,086.00
Traffic Tickets	varies	659	\$91,841.25	\$2,509.01	647	\$91,022.34	\$2,480.40	3429	\$476,360.94	\$13,026.71
Clerk's Office OTC System CC	varies	242	\$47,022.55	\$1,187.30	327	\$63,515.80	\$1,603.86	1581	\$311,936.35	\$7,851.34
<b>Total</b>		<b>11358</b>	<b>\$138,863.80</b>	<b>\$35,611.95</b>	<b>13068</b>	<b>\$154,538.14</b>	<b>\$42,010.94</b>	<b>58204</b>	<b>\$788,297.29</b>	<b>\$189,017.53</b>
<b>Permit Services</b>										
ROW	varies	294	\$31,007.00	\$1,148.00	358	\$29,530.00	\$1,392.00	1955	\$137,107.60	\$7,600.00
Electrical	varies	217	\$15,651.18	\$868.00	205	\$40,257.19	\$820.00	961	\$104,516.29	\$3,844.00
Heating & Cooling	varies	247	\$12,747.28	\$988.00	289	\$14,569.35	\$1,156.00	1256	\$49,040.94	\$5,020.00
Plumbing	varies	192	\$11,953.62	\$768.00	161	\$11,950.88	\$644.00	844	\$50,532.79	\$3,376.00
Sewer	varies	135	\$18,205.00	\$540.00	156	\$20,880.00	\$624.00	678	\$67,788.00	\$2,712.00
Electrical self-c tags	varies	5	\$1,786.00	\$12.00	10	\$4,218.00	\$30.00	41	\$11,691.00	\$120.00
Structural	varies	8	\$4,363.61	\$32.00	13	\$3,387.93	\$48.00	32	\$9,739.84	\$124.00
Master	varies	35	\$19,684.80	\$0.00	45	\$26,903.80	\$495.00	238	\$98,629.54	\$2,233.00
Div. of Compliance OTC System CC	varies	195	\$54,305.74	\$1,285.01	287	\$82,874.22	\$1,912.00	1127	\$227,761.66	\$5,457.43
General Contractor License Renewal	varies	0	\$0.00	\$0.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00
Craft License Renewal	varies	0	\$0.00	\$0.00	0	\$0.00	\$0.00	19	\$7,700.00	\$250.90
Property Owner Permit Filing	varies	8	\$0.00	\$40.80	6	\$0.00	\$30.60	26	\$0.00	\$132.60
Property Owner Permit Issue	varies	4	\$220.00	\$4.40	3	\$345.00	\$6.90	13	\$1,140.00	\$22.80
<b>Total</b>		<b>1340</b>	<b>\$169,924.23</b>	<b>\$5,686.21</b>	<b>1533</b>	<b>\$234,916.37</b>	<b>\$7,158.50</b>	<b>7190</b>	<b>\$765,647.66</b>	<b>\$30,892.73</b>

<b>Property Services</b>										
Property Records	\$3.00	4646	\$0.00	\$13,938.00	5321	\$0.00	\$15,963.00	22128	\$0.00	\$66,384.00
Prop Records CC	\$4.08	637	\$0.00	\$2,598.96	795	\$0.00	\$3,243.60	3465	\$0.00	\$14,137.20
Prop Owner History	\$1.00	901	\$0.00	\$901.00	1088	\$0.00	\$1,088.00	4989	\$0.00	\$4,989.00
Prop Owner Hx CC	\$2.04	148	\$0.00	\$301.92	195	\$0.00	\$397.80	750	\$0.00	\$1,530.00
Parcel History	\$1.00	182	\$0.00	\$182.00	169	\$0.00	\$169.00	900	\$0.00	\$900.00
Parcel Hx CC	\$2.04	22	\$0.00	\$44.88	33	\$0.00	\$67.32	160	\$0.00	\$326.40
Bulk Property Record Search	\$1.00	222	\$0.00	\$222.00	0	\$0.00	\$0.00	288	\$0.00	\$288.00
MCSD Sale - Big	\$13.00	10	\$100.00	\$30.00	13	\$130.00	\$39.00	59	\$590.00	\$177.00
MCSD Sale - Small	\$3.00	13	\$26.00	\$13.00	10	\$20.00	\$10.00	50	\$100.00	\$50.00
MCSD Sale - Big CC	\$14.28	93	\$930.00	\$379.44	78	\$780.00	\$318.24	392	\$3,920.00	\$1,599.36
MCSD Sale - Small CC	\$4.08	21	\$42.00	\$43.68	25	\$50.00	\$52.00	114	\$228.00	\$237.12
MCSD Property Sold List	\$12.00	4	\$40.00	\$8.00	3	\$30.00	\$6.00	24	\$240.00	\$48.00
MCSD Property Sold List CC	\$13.26	8	\$80.00	\$26.08	24	\$240.00	\$78.24	65	\$650.00	\$211.90
<b>Total</b>		<b>6907</b>	<b>\$1,218.00</b>	<b>\$18,688.96</b>	<b>7754</b>	<b>\$1,250.00</b>	<b>\$21,432.20</b>	<b>33384</b>	<b>\$5,728.00</b>	<b>\$90,877.98</b>
<b>Police/Sheriff Services</b>										
Limited Criminal History Report	\$15.00	235	\$2,350.00	\$1,175.00	389	\$3,890.00	\$1,945.00	1139	\$11,390.00	\$5,695.00
Incident-IPD	\$6.00	179	\$895.00	\$179.00	233	\$1,165.00	\$233.00	1185	\$5,925.00	\$1,185.00
Incident-IPD CC	\$7.14	50	\$250.00	\$107.00	73	\$365.00	\$156.22	522	\$2,610.00	\$1,117.08
Incident-MCSD	\$6.00	187	\$935.00	\$187.00	216	\$1,080.00	\$216.00	1082	\$5,410.00	\$1,082.00
Incident-MCSD CC	\$7.14	53	\$265.00	\$113.42	67	\$335.00	\$143.38	524	\$2,620.00	\$1,121.36
IPD OTC System CC	varies	175	\$14,642.50	\$471.35	230	\$19,156.12	\$617.72	1123	\$88,510.71	\$2,914.65
Accident - Sub	\$6.00	1205	\$6,025.00	\$1,205.00	1505	\$7,525.00	\$1,505.00	7093	\$35,465.00	\$7,093.00
Accident - IPD CC	\$7.14	129	\$645.00	\$129.00	90	\$450.00	\$90.00	631	\$3,155.00	\$942.22
Accident -MCSD CC	\$7.14	103	\$515.00	\$103.00	115	\$575.00	\$115.00	762	\$3,810.00	\$1,155.30
Commissary Deposits - MCSD		0	\$0.00	\$0.00	6	\$137.00	\$21.10	6	\$137.00	\$21.10
<b>Total</b>		<b>2316</b>	<b>\$26,522.50</b>	<b>\$3,669.77</b>	<b>2924</b>	<b>\$34,678.12</b>	<b>\$5,042.42</b>	<b>14067</b>	<b>\$159,032.71</b>	<b>\$22,326.71</b>
<b>Miscellaneous Services</b>										
Corp Counsel Parking Tickets	varies	440	\$12,095.00	\$690.70	425	\$12,285.00	\$679.20	1703	\$69,875.00	\$3,850.60
Corp Counsel OTC System CC	varies	19	\$3,447.80	\$88.32	35	\$7,346.77	\$182.63	166	\$24,221.27	\$627.21
ACCD Online Donations	varies	0	\$0.00	\$0.00	2	\$81.33	\$3.67	285	\$377.25	\$17.75
ACCD OTC System CC	varies	101	\$5,652.00	\$216.06	85	\$4,795.00	\$182.60	781	\$30,234.00	\$1,155.48
Wayne Twp OTC System CC	varies	8	\$1,560.63	\$39.37	8	\$906.65	\$26.30	306	\$12,045.91	\$298.03
Wayne Twp EMS Training Registration	varies	53	\$4,402.88	\$142.12	29	\$2,162.16	\$72.84	277	\$23,911.39	\$753.61
DMD OTC System CC	varies	23	\$3,498.00	\$93.42	18	\$4,370.00	\$105.76	88	\$21,465.70	\$499.70
<b>Total</b>		<b>644</b>	<b>\$30,656.31</b>	<b>\$1,269.99</b>	<b>602</b>	<b>\$31,946.91</b>	<b>\$1,253.00</b>	<b>3606</b>	<b>\$182,130.52</b>	<b>\$7,202.38</b>
<b>Subscription Revenue</b>										
New/Renewal	varies		\$0.00	\$5,525.00		\$0.00	\$6,750.00		\$0.00	\$31,775.00
<b>Grand Totals</b>		<b>36631</b>	<b>\$367,184.84</b>	<b>\$108,231.64</b>	<b>42881</b>	<b>\$457,329.54</b>	<b>\$129,295.56</b>	<b>190229</b>	<b>\$1,900,836.18</b>	<b>\$571,230.43</b>

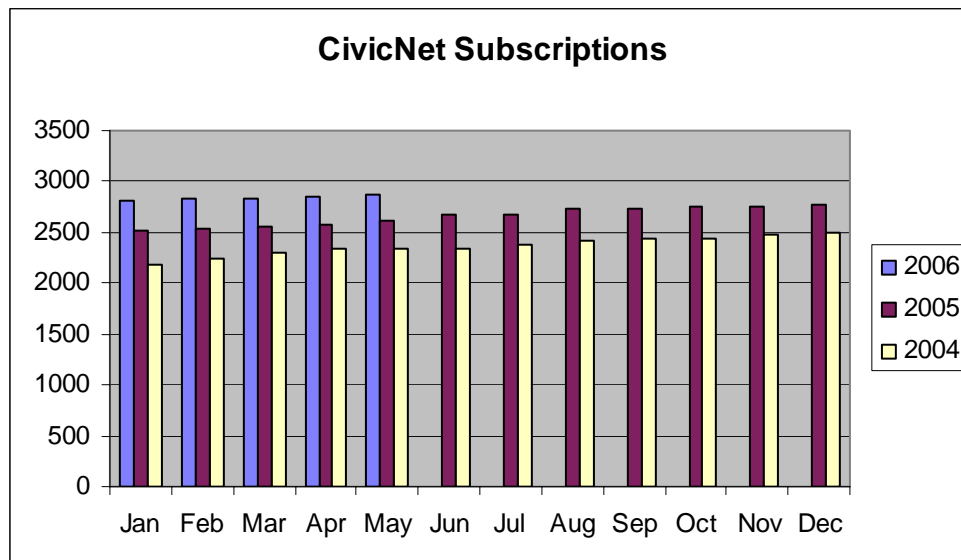
Note: Shaded Ci/Co Revenue line items are not accounted as gross revenue by Civicnet

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## 2006 SUBSCRIPTION TOTALS/HISTORY

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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2006</b>	2817	2832	2823	2849	2873							
prior month % change	1.5%	0.5%	-0.3%	0.9%	0.8%							
prior year % change (2005)	12.3%	11.7%	10.1%	10.2%	9.9%							
<b>2005</b>	2509	2535	2565	2585	2615	2670	2672	2724	2725	2751	2759	2775
prior year % change (2004)	15%	5.4%	5.4%	2.7%	4.1%	3.7%	2.8%	3.6%	2.3%	2.5%	3.6%	1.8%
<b>2004</b>	2191	2232	2294	2335	2344	2342	2382	2411	2433	2447	2469	2505




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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

**DRAFT**

**AMENDMENT NO. 4**

**TO**

**CONTRACTUAL AGREEMENT FOR TECHNOLOGY SERVICES**

**BETWEEN**

**NORTHROP GRUMMAN INFORMATION TECHNOLOGY, INC.**

**AND**

**THE CONSOLIDATED CITY OF INDIANAPOLIS-MARION**

**COUNTY INFORMATION SERVICES AGENCY**

This Amendment No. 4 ("Amendment") is entered into by and between the City of Indianapolis and Marion County, Indiana (hereinafter referred to as City/County) and Northrop Grumman Information Technology, Inc. (hereinafter referred to as Provider):

WHEREAS, on September 1, 2004, City/County and Provider entered into an Information Technology Service Agreement ("Agreement"), which has been subsequently amended from time to time; and

WHEREAS, the parties desire to restructure, restate and clarify certain of their rights and obligations thereunder;

NOW THEREFORE, City/County and Provider agree as follows:

1. Provider will refund the amount of \$660,000 to City/County in cash as soon as practicable, but in no event later than the later of (i) July 1, 2006, or (ii) four (4) business days after execution of this Amendment by City/County.

2. Provider will provide City/County with credits against payments otherwise due under the Agreement in the amount of \$520,000 per month in each of the months of August and September 2006.

3. Provider will provide City/County with credits against payments otherwise due under the Agreement in the amount of \$125,000 per month in each of the months of January through August, 2007.

4. City/County will incur no additional charges for IMAC's until the number of IMAC's in a particular calendar year exceeds the number set out in the table in Schedule C to the Agreement, titled "Basis of Pricing-Volume Projections Provided by City County" for the applicable calendar year, regardless of how many of such IMAC's derive from a single event.

5. Subject to City/County approval pursuant to Section 3.2 of the Agreement, Provider will fill the positions of Web Master, Technical Architect, and SA 1 Manager by September 1, 2006. Provider will propose candidates for City/County approval pursuant to Section 3.2 of the Agreement, which approval will not be unreasonably withheld, conditioned or delayed. If a written response stating approval or a reasonable basis for objection is not made by City/County within five (5) business days after submission, the proposed candidate shall be deemed approved.

6. Provider will fill the position of Contract Manager (sometimes also referred to as program manager) by September 1, 2006 and will consult with the Chief Information Officer of City/County in filling such position.

7. Provider will provide a Senior Executive Director who will be based in Indianapolis, and who will report to the Vice President for State and Local Solutions of Provider. The responsibility of the Senior Executive Director will be to work with City/County and the

Contract Manager to enhance the long term relationship between Provider and City/County and their respective management teams. The Senior Executive Director position will continue until the Chief Information Officer of City/County and the Senior Vice President for State and Local Solutions of Provider mutually agree that such position should be discontinued.

8. Provider will designate an Account Manager who shall be assigned to work in conjunction with the Senior Executive Director to enhance relationships and communications between the management teams of City/County and Provider.

9. Provider will appoint an Executive of Interest, who shall be a Vice President level employee of Provider, and who shall be outside the program management chain of command. Such Executive of Interest will participate in customer satisfaction meetings with representatives of City/County in Indianapolis at least quarterly.

10. (a) City/County and Provider will prepare a complete inventory of maintenance agreements as to which Provider is to provide any management or administrative services pursuant to Section 2.6 of the Agreement. Provider will notify City/County as to which documents or actions Provider requires from City/County in order to provide such services. Within a reasonable time thereafter, City/County and Provider will execute such documents, including assignments, and take such actions as are necessary to enable Provider to perform such services. Provider will provide sufficient resources and conduct a gap analysis to ensure all assignments are in place. Upon execution and delivery of such assignments and other documents, Provider will thereafter provide such management or administrative services.

(b) City/County agrees to implement a time stamp system or other control system in conjunction with Provider to assure the prompt delivery to Provider of invoices, assignments, and other documentation and information necessary to allow Provider to perform such

management and administrative services, and to pay invoices on behalf of City/County, regarding such maintenance agreements. Provider will provide sufficient resources to ensure that time-stamped invoices from vendors under maintenance agreements are paid within a commercially reasonable time frame.

11. Provider agrees to develop, in conjunction with City/County, a process to standardize work order procedures, formats and content pursuant to Section 7.4 of the Agreement in order to enable both parties to meet the deadlines contained in such Section 7.4.

12. The parties agree that City/County's audit rights under Section 6.2 of the Agreement shall include books and records sufficient to verify hours worked by Provider's employees. Provider will upon request provide reports concerning hours worked.

13. Provider agrees that costs of training pursuant to Section 7.1.6 of the Agreement are Provider's responsibility, and that such training will be provided at no additional cost to City/County.

14. Provider agrees that Baseline Technology upgrades are the responsibility of Provider under Section 1.5.3 of the Agreement, and will be performed at no additional cost to City/County.

15. Provider agrees that, except as expressly provided in the Agreement, support of software tools needed to perform Services under the Agreement is the responsibility of Provider under Section 1.3 of the Agreement and such support will be provided at no additional cost to City/County.

16. The parties agree that the Microsoft environment currently being implemented by a third party vendor and City/County separately from this Agreement shall be supported by

Provider once such implementation is completed. The parties further agree mutually to define SLRs relating to such Microsoft environment by no later than October 1, 2006.

17. On or before October 1, 2006, City/County will provide Provider with a list of all unmet or partially unmet milestones under the Agreement, with a written description of all specific claimed deficiencies with respect to each milestone. Provider will thereafter review all of such claimed deficiencies with City/County, and the parties will mutually agree by no later than October 31, 2006 to a schedule by which to address and resolve each of the deficiencies found to exist.

18. On or before October 1, 2006, Provider will perform an asset inventory, consisting of an estimated twenty (20) data fields for assets acquired after 2005. The parties estimate that such inventory will include approximately 20,000 active assets, in approximately 150 locations. If it appears that the foregoing estimates are materially too low the parties will agree on reasonable alternative completion dates based upon such revised estimates. City/County agrees to cooperate with Provider and to provide reasonable access to the information and assets needed to perform such inventory.

19. Provider agrees to develop, in conjunction with City/County, a formal Project Tracking and Reporting process to ensure that all projects under the Agreement, including all projects under this Amendment, are successfully completed.

20. Provider agrees to develop, in conjunction with City/County, a formal Communication Plan, including but not limited to:

(a) A bi-weekly conference call between the Chief Information Officer or equivalent officer of City/County and Provider's Vice President for State and Local Solutions or equivalent officer.

(b) A monthly onsite performance review meeting in Indianapolis between the Chief Information Officer or equivalent officer of City/County and Provider's Vice President for State and Local Solutions or equivalent officer.

21. Provider agrees that by no later than October 1, 2006, it will conduct performance reviews for all personnel assigned to perform Services under the Agreement, and to take appropriate action following such reviews. City/County at its option may, but is not required to, provide input into such reviews. City/County will cooperate with Provider's HR Department concerning the mechanisms for and content of such input.

22. On or before October 1, 2006, Provider and City/County shall review project staffing levels, and mutually agree on reasonable and appropriate staffing levels for the coming year. Such review will occur annually thereafter. Provider will provide such staff resources as are mutually agreed upon, at no additional cost to City/County.

23. Provider agrees to conduct at its own expense such federal, state and local background checks, and such additional screenings, including but not limited to security or drug screenings, as may be required based on City/County's policies and other applicable legal requirements.

24. The parties mutually release each other, and their respective officers, directors, parents, subsidiaries, affiliates, employees, principals, agents, successors, and assigns, from any and all claims that either of them may have against the other, known or unknown, whether in contract, tort, or otherwise, based on their dealings under or relating to the Agreement from the inception of their relationship to the date of this Amendment. Provided, however, that if Provider does not deliver an Asset Management Plan in accordance with the Agreement by October 1, 2006, Provider will provide credits to City/County for late performances in the

amounts provided for in the Agreement, calculated from the date of this Amendment. Provided further, that if Provider materially breaches any of the undertakings in this Amendment, then such breach shall constitute an event of default under Section 12.3 of the Agreement, and, notwithstanding the provisions of Section 24.22(A)(viii) of the Agreement, Provider shall have no right to cure.

25. This Amendment supersedes the Memorandum of Understanding dated June 16, 2006, in its entirety.

26. Except as modified herein, all other terms and conditions of the original Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment on the date subscribed below.

CITY OF  
INDIANAPOLIS and MARION COUNTY  
(City/County)

By: \_\_\_\_\_

Printed: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

NORTHROP GRUMMAN INFORMATION  
TECHNOLOGY, INC.

By: \_\_\_\_\_

Printed: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Approved as to Form and Legality

Approved for Execution  
 Approved as to availability of funding

\_\_\_\_\_  
Corporation Counsel

\_\_\_\_\_  
City Controller

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized by Board (if required)

\_\_\_\_\_  
Board Secretary

Date: \_\_\_\_\_



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## RESOLUTION #06-14

### INFORMATION TECHNOLOGY BOARD

#### Resolution to Approve an Extension to the Avaya Maintenance Contract

**WHEREAS**, ISA has reconfigured the enterprise voice network resulting in the acquisition of new equipment which requires maintenance coverage, and

**WHEREAS**, this change has allowed ISA to change from an equipment based maintenance to a port network maintenance agreement structure which provides improved service capacities, and

**WHEREAS**, ISA currently has 1 year left on our existing maintenance agreement, and by extending this maintenance agreement ISA can realize significant savings, and

**WHEREAS**, the current yearly amount for maintenance is \$463,200 and the new yearly amount would be \$335,326.92, a yearly savings of \$127,873.08, and

**WHEREAS**, the extension would be for an additional 48 months, bringing the term of the maintenance agreement with Avaya to 54 months.

**NOW THEREFORE BE IT RESOLVED**, the Information Technology Board authorizes the Information Services Agency to extend the maintenance agreement with Avaya for a total duration of 54 months at a yearly cost of \$335,326.92.

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Robert J. Clifford, Chairman  
Information Technology Board

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Linda M. Enders, Secretary  
Information Technology Board

June 27, 2005



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## RESOLUTION #06-15

### INFORMATION TECHNOLOGY BOARD

#### Resolution to Approve Oracle Maintenance Agreement

**WHEREAS**, to ensure continuity of service and performance in providing information technology services, the Information Services Agency ("ISA") requires maintenance coverage of its Oracle based systems, and

**WHEREAS**, the duration of the maintenance agreement is one year, and

**WHEREAS**, the total amount for the maintenance agreement with Oracle will be \$126,382.76.

**NOW THEREFORE BE IT RESOLVED**, the Information Technology Board authorizes the Information Services Agency to enter into a one-year maintenance agreement with Oracle for the amount of \$126,382.76.

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Robert J. Clifford, Chairman  
Information Technology Board

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Linda M. Enders, Secretary  
Information Technology Board

June 27, 2005



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## RESOLUTION #06-16

### INFORMATION TECHNOLOGY BOARD

#### Resolution Authorizing Credit Card Usage for Secure Socket Layer Certificates by the Information Services Agency

**WHEREAS**, the State Board of Accounts' Accounting and Uniform Compliance Guidelines Manual for Counties of Indiana (issued 2001) requires the Information Technology Board to authorize by resolution ISA's use of credit card(s) for official business purposes; and,

**WHEREAS**, it has been determined that expanding the use of credit cards for ISA's official use to include Secure Socket Layers (SSL) Certificates would provide needed versatility and ensure that necessary security and encryption capabilities can be maintained; and

**WHEREAS**, ISA's Chief Financial Officer shall maintain an accounting system or log of the individuals requesting usage of the credit card(s), their official position, the estimated amounts to be charged, the fund and account numbers to be charged, and the date the credit card was issued and returned; and,

**WHEREAS**, usage of ISA credit card(s) shall include an accounting system that will include supporting documents, bills, and receipts for any purchase made with the credit card(s), and any payment shall not be solely evidenced on the basis of a credit card statement; and,

**WHEREAS**, reasonable annual credit card fees shall be paid by ISA, however, any interest or penalty incurred due to the late filing or furnishing of documentation by an officer or employee shall be the responsibility of that officer or employee; and,

**NOW THEREFORE BE IT RESOLVED**, the Information Technology Board authorizes the Information Services Agency to use credit card(s) for purchasing Secure Socket Layers (SSL) Certificates.

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Robert J. Clifford, Chairman  
Information Technology Board

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Linda M. Enders, Secretary  
Information Technology Board

June 27, 2005

















