



Information Technology Board December 18, 2007 Meeting Agenda

Leading the way in enterprise-wide technology

Meeting Date:	12/18/2007	Meeting Time	9:30-11:00 am
		Location:	CCB Room 260
Chairman:	Michael W. Rodman	CIO:	Shital Patel

Minutes:

- Approval of November 27, 2007 Meeting Minutes

Status Updates:

- IT Board Business
- ISA Report
- ISA Financial Report

Action Items:

- Resolution #07-21
Recognizing Robert J. Clifford's service to the IT Board

Discussion Items:

- Property System Update

Adjourn:

The next scheduled IT Board meeting is on January 22, 2007 at 9:30 AM in CCB Room 118

Attachment:

Contracts < \$100,000



Information Technology Board

November 27, 2007 Meeting Minutes

Meeting Date:	November 27, 2007	Building/Floor/Room:	CCB, 2 nd floor, Room 260
Meeting Time:	9:30 - 11:00 AM	Chairman:	Michael W. Rodman
Meeting Purpose:	Monthly Update/Status	CIO:	Shital Patel

Attendance:

Michael Rodman	Marion County Treasurer's Office	Chairperson
Greg Bowes	Marion County Assessor	Voting Member
Ron Meadows	Marion County Sheriff Department	Proxy and Voting Member
Linda Enders	Mayoral Appointee	Voting Member
Robert Clifford	City Controller	Voting Member
Earl Morgan	Department of Public Safety	Voting Member
Beth White	Marion County Clerk	Voting Member
Judge Barbara Collins	Marion County Superior Court	Voting Member
Dr. Thomas Inui	Council Appointee	Voting Member
Shital Patel	Information Services Agency	Deputy Director (non-voting)
Kareem Howell	Office of Corporation Counsel	Legal Counsel (non-voting)

Other Attendees: Kevin Ortell, Amber Watkins, Joe LaCombe, Dan Pavey, Rick Hammond, Mark Simmeron, Mark Jendzejec, Wayne Praeder, Aaron Hood, Barbara Thompson, Beverly Dillon-Macy, Jeff Hayhow John DeCocq, Chad White, Nicole Randal, Ken Sorenson, Arleen Acton, Sean Fahey, Jim Nelson, Joe Lex, Marv Thornsby, Ami Guilfooy, Pat Phillips, Bob Geis, Jon Kizer, Sam LeSturgeon, Giesla Schepers, Curt Grasso, Mark Gibson, Renee Washington, Angi Roembke.

Mr. Clifford called meeting to order at 9:34 and sought approval of the IT Board Minutes for the October 22, 2007 and October 30, 2007 meetings.

Motion to approve by Judge Collins and seconded by Mr. Morgan. Motion passed unanimously.

IT Board Business

Mr. Clifford, City Controller, stated it would be his second to last meeting and he would like to step down to allow for a smooth transition. Ms. Shital Patel, CIO, offered the information that Ms. Linda Enders, Mayoral Appointee, term expires December 2008, and we need to elect a new chairperson. Mr. Clifford asks if he was unable to nominate but could participant in discussion. Mr. Kareem Howell, Legal Counsel, acknowledges that this is correct and Ms. Beth White, Marion County Clerk, nominates Treasurer Mike Rodman and the motion was seconded by Mr. Clifford. Mr. Clifford asked for any other nominations and seeing none the new Chairman elect is Mr. Rodman by unanimous vote.

Mr. Rodman thanked Bob Clifford for his service and stated that Mr. Clifford has dealt with weighty issues during his service with fairness, grace and dignity.

ISA Report

Ms. Patel reported projects completed and provided a brief overview. Election Day went quite well. On Election Day we resolved over 1400 trouble tickets as a result of the applications by ISA. We are working currently with the Election Board for improvements on future elections. Justis.Net and Odyssey will be discussed later today. Accela automation has twenty percent of the configuration done. One of the bigger issues is doing all the reporting. The Camera Project final project plan has been received and the vendor is working on site surveys. For the Enterprise Resource Planning (ERP) project, we are still gathering information and plan to present in February. Property data conversion is ninety-six percent complete and going quite well. Training and testing for the property system is in progress. Load testing will occur on Dec 6. For the email archiving project, Symantec



Information Technology Board

November 27, 2007 Meeting Minutes

will be onsite when it is rolled out. Standards and Policies will be discussed later today. There are 47 Virtual servers on 9 boxes. We did have 20 on three boxes just a few months ago. Some of the new applications that we are rolling in, for example Property system, etc. are all on the virtual server. Northrop Grumman met service levels for two months in a row and DAI met their service levels.

Mr. Clifford commented that he worked on Election Day in the help room and ISA did an awesome job with application. Of the 1400 issues, there were a lot which were user errors and not problems with the application. Mr. Clifford complimented Beth on her successful election and to ISA for their application. Beth added that everyone loves the application. Great results and it may change the whole way the future elections will run from now on. The DAI team did a great job.

Financial Report

Mr. Aaron Hood, CFO presented the financial report, which contains 3 areas. First area is the Budget comparison for Oct 07 vs. Oct 06. ISA has spent just under \$26 million of the \$38 million allocated for this year, which is roughly 67.9 percent. We have identified and encumbered dollars for projects and equipment we plan to purchase throughout the remainder of this year. You will see the total expenditure numbers go up as we finish this year. For the Revenue section, out of the projected revenue of \$28.4 million, we have collected year to date just shy of \$22 million, which is 76.2 percent of budget. As dollars come in we record them – i.e. cash basis of accounting. The final section in the report is the contract comparison for the major 3 service areas which is just a little over \$8.6 million year to date this year vs. last year was \$8.8 million. In addition, you might note that we are going back to Council for appropriations to reimburse our budget in December. It is due to the fact of the “Double Budgeting,” as Mr. Clifford has referred to it; ISA will seek to recover dollars spent by other agencies throughout the year which we hadn’t planned on within our ISA budget. Mr. Rodman asked if we were going to be this much under budget by the end of the year. Mr. Hood stated he did not think we would be since we have encumbered the remaining dollars. There are projects and equipment purchases that we will expend in the last 2 months of November and December. Ms. Patel stated that we would have some under spending in Character 1. When we ask for the fiscal ordinance, instead of asking for appropriations from departments, we will use some of the Character 1 under spending to offset. There is roughly \$200,000 we will have in under spending in Character 1 this year.

Action Items

Resolution 07-17 GIS Woolpert

Ms. Barbara Thompson, Contract Manager ISA, requested the Board approval for Woolpert, as it was tabled last month. Ms. Thompson reiterated the request of Mr. Ron Meadows, Marion County Sheriff’s Department, from last month’s IT Board meeting that the contract go out for bid next renewal and request is duly noted in the contract file.

Mr. Clifford made a motion and Mrs. Enders second the motion- Passed unanimously.

Resolution 07-20 AT&T/Centrex

Mr. Ken Sorenson, CTO, presented his overview for emergency phone service. These are through Centrex and hardwired back to the central switch. This system is used for alarms and other things that require a hardwire service. Ms. Patel stated that AT&T is single provider that provides this service.

After discussion & questions from the board, there was a motion to approve made by Mrs. Enders and seconded by Mr. Clifford and the motion passed unanimously.

Discussion Items

Case Management Update: Amber Watkins and Rick Petrecca present the Case Management Solution

The Justis.Net project is pending considering our review and continuing with the scripting process. Need to identify new users to bring in for the scripting sessions. Analyzing reports to prioritize by viewing the number of users touching panels and number of times touched. Mr. Rick Petrecca, SA3 Manager, spoke about Justis enhancement requests and using the new E-Citation system. The State will be sending us this information in electronic format. This is not currently compatible with how Justis is set up. We will have to modify the Justis



Information Technology Board

November 27, 2007 Meeting Minutes

system to allow us to process the cases. Currently we get one charge per ticket; with the new system it could be up to four charges per ticket. Ms. White explained that UTT means Uniformed Traffic Ticket. This application is much faster and a great application and hopeful to use in a more global way. Judge Collins said that in other courts, especially the misdemeanor court and some felony, a lot of the other charges accompany the UTT tickets. This is work that we must do to our current mainframe Justis System as explained by Mr. Petrecca. It is being taken into account by the Odyssey System. If we move forward with Justis.Net, we will translate this new code and it will carry forward. If we move forward with Odyssey, then that is taken care of by the state. Mr. Morgan asked how many people hours we have saved by using this system. Rick offered that we have not measured, but paper tickets that cost money will eventually disappear and this is very significant. A future comparison for Justis.Net and Odyssey are taking place and hope to bring to the January Board. Time and cost comparison can be offered by a rough idea of comparison between two solutions. A true time and cost analysis would need additional resources be working hand in hand with JTEC and Tyler resources.

Standards and Policy Update

Mr. Sorenson and Mr. John Chavez, SA2 Manager, presented the Standards of IT Industry and updates for the New Desktop Standard.

Laptop Standards: Better, faster and pricing wise – we are not paying additional cost. The price for new model is roughly same cost as old model.

Tablet Standard: Aggressively priced and comes with a docking station if necessary. It meets specific needs in environment.

We are in the pilot phase of Thin Client. Tablets will only be used if dictated by the environment. We wanted to set a standard so if we use in the future. Motion made to accept the proposed new standards by Mr. Meadows and second by Mr. Clifford. Motion passes.

Energy Management

Mr. Chavez discussed the Mayors' office energy conservation policy. At the time we reviewed the policy and sought to see where we were in compliance. Using our remote management software tools we have set the remote management to comply with policy. We are not adding any software we are just going in and adjusting power settings. Monitors will now power down after ten minutes of inactivity and processor moves into standby after one hour of no activity and two hours will move to the hibernate mode. The periods are consistent with policy. Cost saving in energy cost based on kilowatt-hour is estimated at \$206,000. We can really make an impact by pushing these savings out. Other benefits energy use and energy cost can be reduce from \$1.9 million to \$780,000 by making this change happen. The stated exceptions were few. Laptops are not part of this policy.

Technology Update - Thin Client

Mr. Sorenson and Mr. John Chavez passed around equipment for the Board to experience hands on and more closely view. The Thin Client device is basically a terminal into a windows machine where applications run on a central server which allows you deploy the Thin Client almost anywhere including locations that may not have a high speed connection. Other advantages are that data is stored on a server and not on a desktop machine. Benefits also include the cost of the device plus power savings - there is an estimated 87% savings in power consumption versus a standard desktop. Device is administered remotely and the user cannot do anything to change the configuration of the device thereby making the unit less susceptible to viruses. Ms. Patel injected that there is less of an incentive to steal since the unit will not operate without a server. Management cost will go down since the unit is centrally managed. Mr. Bowes went through all applications that would be operated through the Thin Client; however, desktops will still be needed for GIS and certain applications that will not run on the Thin Client. Dr. Inui offered that he is an enthusiast for this device. Cautioned also that we are using Citrix and Thin Clients, but virtualized server network does slow down client response time as utilization goes up.

Enhanced Access Review Committee Third Quarter Reports



Information Technology Board

November 27, 2007 Meeting Minutes

Mr. Petrecca and Ms. Arleen Acton, President of LogoIN, presented. IndyBiz is our new name for CivicNet. Anyone going to CivicNet is now redirected to IndyBiz. There have been approx 354,000 transactions processed online, resulting in 4.9 million dollars worth of funds taken in online for statutory funds. Year to date of \$108,000 dollars for Enhanced Access Revenue and that is additional revenue over and above statutory funds collected. Fees are \$1 to each transaction and multiplied by 2% for credit card use.

Contracts Under \$100,000

Mr. Meadows asked about Theoris. Mr. Petrecca offered the relationship assists us with evaluation of our software processes and making recommendations on improving the processes.

Adjourned

The meeting was adjourned at 11:00 AM.

The next scheduled IT Board meeting is on December 18, 2007 at 9:30 AM in CCB Room 260



Information Technology Board December 2007 ISA Report Summary

Leading the way in enterprise-wide technology

ISA Project Status

Status Key	
Blue	Project has been completed. This is the last time it will appear on this report.
Red	The project is experiencing significant delays, potential cost overruns, or critical failure. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action is needed.
Yellow	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
Green	Project is on time and on budget with no delays or budget issues anticipated.
Black	This project has been placed on long term hold, terminated early, or retired

Phase Key	
Initiating	Defining and authorizing the project, including prioritization.
Planning	Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.
Executing	Performing the work of the project according to the scope, schedule and cost baselines established in Planning
Closing	Formal acceptance of the product, service or result

Information Services Agency Major Business Initiatives	
Business Initiative	Examples
<u>Improve Customer Service:</u>	Financial & Human Resources Mgmt
<u>Improve Operation Efficiencies and Reduce Costs:</u>	Infrastructure Improvements
<u>Improve Quality of Service:</u>	Permitting, Inspections, & Enforcement
<u>Improve our Understanding of Constituent Interactions:</u>	Case Management
<u>Make the Region Safer & Healthier:</u>	Neighborhood Cameras
<u>Increase Transparency to Citizens:</u>	Permitting, Inspections, & Enforcement
<u>Improve Neighborhoods:</u>	Citizen Concierge
<u>Accelerate Economic Development:</u>	Wireless Public Access



Information Technology Board December 2007 ISA Report Summary

Leading the way in enterprise-wide technology

ISA Project Summary			
Project	Business Initiative	Status	Phase
Criminal/Civil Case Management	Improve our Understanding of Constituent Interactions	Red	Executing
Accela Automation	Improve Operation Efficiencies and Reduce Cost	Yellow	Initiating
Automated Vehicle Locator (AVL)	Improve Operation Efficiencies and Reduce Cost	Green	Executing
Avaya Modular Messaging	Improve Quality of Service	Green	Initiating
Enterprise Resource Planning (ERP) Business Case	Improve Customer Service	Green	Initiating
Enterprise Vault (E-Vault)	Improve Quality of Service	Green	Initiating
FileNet Upgrade	Improve Operation Efficiencies and Reduce Cost	Green	Initiating
MOSS 2007	Improve Quality of Service	Green	Planning
Municipal Wireless Feasibility Study	Accelerate Economic Development	Green	Initiating
Outdoor Warning System	Make the Region Safer & Healthier	Green	Initiating
Property System Replacement	Improve Operation Efficiencies and Reduce Cost	Green	Planning
Public Safety Camera Surveillance Project	Make the Region Safer & Healthier	Green	Executing
Radio Frequency Identification (RFID)	Improve our Understanding of Constituent Interactions	Green	Executing
DPW/DMD Sherman Move	Improve Operation Efficiencies and Reduce Cost	Green	Planning
Citrix (<i>my.Indygov.org</i>)	Improve Quality of Services	Green	Executing
Virtualization & Server Consolidation	Improve Quality of Service	Green	Initiating



Information Technology Board

December 2007 ISA Report Summary

Leading the way in enterprise-wide technology



On-Going Projects

Criminal/Civil Case Management:

Justis.NET: ISA identified additional users to bring in for User Acceptance Testing (UAT) scripting sessions based upon report analysis. The team is in the process of scheduling UAT scripting sessions with those users. The development team submitted an updated task list with completion estimates to be included in an overall project estimate.

Odyssey: The review process is continuing. The review team is preparing a feature comparison and risk comparison of Odyssey and JUSTIS.net. The team is also working toward a rough estimate for cost and time for Odyssey while the JUSTIS.net project team is preparing an estimate for the completion of JUSTIS.net.

Accela Automation: Analysis is 95% complete. The configuration phase (updates to Accela to meet Indy requirements) is 18% complete. Interfaces are 15% complete. Efforts for report development are 7% complete (total reports effort). The project is yellow for the following reasons:

- Delays with deliverable finalization & acceptance
- Finalization of interface roles & responsibilities
- DMD / Compliance move & holiday vacations/benefit leave

The team will reevaluate Project Schedule / dates such that we can evaluate go-live options including phased go-live & schedule extension

Enterprise Resource Planning (ERP): The Office of Finance and Management (OFM) and ISA are developing a business case for replacement of the City/County's financial and human resource systems. Developing a business case will encompass three phases – defining the problem, identifying and researching alternatives, and making a recommendation for replacement. The project has

finished Phase 1 of gathering high level business requirements from OFM, Purchasing, Office of the Auditor, MC Clerk, IMPD, MC Treasurer, and DPW. Currently, the project is in Phase 2 where ISA is gathering market research information on available ERP software options to determine levels of customer service, cost and support. Next, ISA will explore best practices in the market to discover what organizations and other governmental agencies are using to improve their financial operations. The initial draft of the Market Research Report is targeted for completion the end of January 08.

FileNet Upgrade: A project kick-off meeting was held on November 27th, which included ISA, NG, DAI, DMD Planning and DMD Compliance representatives, as well as Prescient personnel. The Prescient services include the installation and configuration of FileNet P8 on ISA/ NG servers, conversion of existing FileNet document storage from optical to magnetic media, and an IndiDocs Gap Analysis. The IndiDocs Gap Analysis will indicate whether development of an additional IndiDocs replacement software package is necessary to act as a document revision agent, in addition to the new FileNet P8 software capabilities. Installation is to be completed by December 31, 2007.

Municipal Wireless Feasibility Study: This feasibility study continues to move forward. Interviews are proceeding as planned with three of the eight scheduled for the first round complete. Preliminary feedback from stakeholders has been positive with all three of the initial interviewees expressing interest, agreeing that this feasibility study is needed to aggregate and understand the demand for municipal wireless. They also indicated their desire to participate in a brainstorming session about the types of applications that would provide the greatest benefits if delivered over a wireless network. The remaining interviews with City/County stakeholder agencies are scheduled December 6th & 7th. External stakeholder interviews are, as yet, unscheduled pending the internal interview results.



Information Technology Board

December 2007 ISA Report Summary

Leading the way in enterprise-wide technology

Public Safety Camera Surveillance Project: This project is divided into two separate projects.

Neighborhood Cameras: Meetings between Koorsen and the NG helpdesk took place to establish the process for service calls. Koorsen and NG also met to provide a knowledge transfer of the current network design. Site surveys are in progress. Upon sign-off, camera installs can begin.

Liberty Shield/Buffer Zone: Hardware was received and is being configured for the final camera install of Phase 2. Once the camera is installed and working properly, sign-off of Phase 2 can take place. Phase 3 cameras will not be installed until the completion and sign-off of the Phase 4 cameras. Phase 4 cameras are expected to be installed by March 2008.

Property System Replacement: Initial CAMA Data Conversion is 100% complete with Property 96% complete. The converted data looks good, no major problems, there are 1000 mobile homes and a few condos left to convert. Liability data (payments, etc.) will not be converted until the Treasurer module is ready for complete implementation in the June/July time frame. County and Township Assessors' subject matter expert training and testing began on Monday, November 26 and will continue through January 18, 2008. PVDNet Load and Stress Testing has been scheduled for Saturday, December 15th.

The goal of load and stress testing is to determine if:

- Planned hardware is adequate
- Software performs acceptably on hardware
- Network and bandwidth resources are sufficient



ISA Operational Update

Avaya Modular Messaging: Equipment for the system has arrived and is in the process of being installed. Avaya will be on-site the week of December 17th to begin the software installation and configuration along with training for administrators of

the system. Testing by a pilot group will begin once the system is operational.

Enterprise Vault (E-Vault): During the last week of November, Symantec, NG and ISA worked together to successfully implement E-Vault and it is now operational within ISA/NG/DAI. Roll-out to the Enterprise will be done in phases over the next few months to minimize the impact to end users and the Exchange environment. In parallel with this rollout, the Outlook archiving engine will be disabled for each user when automated E-mail archiving is enabled to ensure that users are fully converted to E-Vault. Following rollout, E-mail archived prior to E-Vault implementation (commonly called .pst) will be added to the enterprise archive to complete the installation.

Self Password Reset (myReset): As of December 1, all Active Directory (LAN) passwords have been expired and are now on a 90 day expiration cycle. The overall impact to the help desk was minimal and we did not receive any large call spikes due to the expiration of the LAN passwords. We currently have 1087 users registered to use the myReset tool and the Help Desk team is actively authenticating these users by using the challenge questions. Text changes to Help Desk resolution response emails will be implemented by January 1, 2008, to inform users of the requirement to use myReset for all future password reset requests. The current plan is to begin requiring all users to use the myReset tool to reset passwords effective February 29, 2008.

Storage Assessment: Additional storage has been ordered and should be delivered and operational early in January. Work is now focused on developing a strategy for backing up data.

Virtualization: Virtualization of servers continues with 65 virtual servers running on 10 physical boxes. An additional 7 servers have been purchased to handle the additional capacity needs for all of the on-going projects and to consolidate existing servers. Technical resources from VMWare were on-site the last week of November to assist in optimizing the environment and will continue to work with us as more servers are virtualized to ensure a smooth transition.



Information Technology Board December 2007 ISA Report Summary

Leading the way in enterprise-wide technology



Vendor Performance

Northrop Grumman: The ISA Helpdesk took 5,966 calls in November and has handled 70,232 calls year to date with a projected 75,912 (92.5%) total calls for 2007. NG completed 832 regular Installs, Moves, Adds, and Changes (IMAC) for the month of November in addition to the 602 project IMACs. NG did not miss any Service Level Requirements (SLR) for the month of November which is the third month in a row they have achieved “All Green”.

DAI: DAI achieved all SLRs for the month of November. There were 274 new Application Services requests opened in November and 241 requests closed. The new MBE/WBE Online Directory, IMPD Supervisory Special and ePAR Form-13 applications are being packaged for User Acceptance Testing (UAT).



Warm Wishes

The ISA Team wishes the IT Board, IT Team, and all of the City/County Employees “Happy Holidays” and a prosperous and safe “New Year”.



Financial Report

This report describes the financial position of ISA in three areas: 2007 vs. 2006 Budget Comparison, Year-to-Date Revenue Statement, and 2006 vs. 2007 Contract Comparison.

Budget Comparison – November 2007 vs. November 2006

<i>Characters</i>	Budget 2007	YTD Nov-07	% Used	Budget 2006	YTD Nov-06	% Used
TOTAL	\$38,126,627	\$27,746,742	72.8%	\$38,273,865	\$27,955,679	73.0%
Char 1 - Personnel & Fringes	\$2,703,063	\$2,452,587	90.7%	\$2,942,426	\$2,274,515	77.3%
Char 2 - Supplies	\$30,664	\$22,864	74.6%	\$77,460	\$54,316	70.1%
Char 3 - Contractual Services	\$35,363,470	\$25,243,485	71.4%	\$35,140,063	\$25,557,061	72.7%
Char 4 - Capital & Equipment	\$29,430	\$27,806	94.5%	\$113,916	\$69,787	61.3%

ISA expenditures as of November 2007 total \$27.7 million or 72.8%. This includes payments to Northrop Grumman and DAI year-to-date. The 2007 budget includes \$5.1 million in prior year purchase orders. The 2007 YTD expense for character 3 includes \$4.3 million carried over from 2006.

2007 November Year-to-Date Revenue

	2007 Total Projected	YTD 2007	% Collected
TOTAL REVENUE	\$28,445,199	\$26,065,204	91.6%
Chargeback/Pass Through			
City	\$13,673,810	\$13,236,539	96.8%
County	\$12,792,814	\$10,353,109	80.9%
Other (Outside Agencies)	\$200,745	\$208,279	103.8%
Telephones			
City	\$794,472	\$1,306,785	164.5%
County	\$626,410	\$760,326	121.4%
Other (Outside Agencies)	\$106,948	\$192,731	180.2%
Misc Revenue	\$250,000	\$7,433	3.0%

ISA has collected \$26.1 million dollars or 91.6% of our projected revenue for YTD November 2007, which includes payments received for the 4th quarter 2006 billings.

November 06 vs. November 07 Contract Comparison

(In Thousands) Actual Cost	YTD* Nov-06	YTD Nov-07	Variance
TOTAL	\$9,774	\$9,588	-\$186
SV1 & SV2	\$6,880	\$6,665	-\$215
SV3**	\$2,894	\$2,923	\$29

*Includes SLR credit (Jan&Apr 06) & \$520K Amendment 4 credit in Aug & Sept. 06 \$1,074,600
Jan 07-Aug 07 includes Amendment 4 Credit & SLA Credit (\$55,700) \$1,055,700

**SV3 includes Justis System



Information Technology Board

Resolution Form

RESOLUTION # 07-21

INFORMATION TECHNOLOGY BOARD

Resolution to Recognize Robert J. Clifford for his service to the Information Technology Board

WHEREAS, Robert J. Clifford served on the Information Technology Board from November 2003 to December 2007; and

WHEREAS, Robert J. Clifford, through leadership and guidance, participated in the process with his unique ability to understand difficult issues and offer viable solutions, thereby ensuring the success of the Information Service Agency; and

WHEREAS, in compliance with Robert J. Clifford's request at the November 27, 2007 IT Board meeting that the Information Services Agency leave him with one more acronym, the Information Services Agency leaves him with "FGD" which is the acronym for Fairness, Grace & Dignity, all of which are descriptive words that are reflective of his service on the Information Technology Board;

NOW THEREFORE BE IT RESOLVED, the Information Technology Board extends recognition and appreciation to Robert J. Clifford for his outstanding service to the City of Indianapolis and Marion County as a member of the Information Technology Board.

Michael W. Rodman, Chairman
(Information Technology Board)

Linda M. Enders, Secretary
(Information Technology Board)

December 18, 2007

Property Tax System Replacement Project Status Report





Agenda

- ➔ Property Project Background
- ➔ Accomplishments
- ➔ Upcoming Events
- ➔ Project Risks
- ➔ Interfaces
- ➔ Miscellaneous Project Information
- ➔ Project Status
- ➔ Questions



Property Project Background

➔ Current Legacy System

- ✓ Marion County's core property tax system was implemented in the mid 1970's

➔ Project Objectives

- ✓ Replace mainframe system
- ✓ Improve property tax management processes
- ✓ Meet State requirements and legislative changes

➔ Property System Functionality

- ✓ Township Assessors
- ✓ County Assessor
- ✓ Auditor
- ✓ Treasurer



Accomplishments

➔ Gap Analysis

- ✓ 360 Request For Proposal (RFP) requirements were divided into 35 groups
- ✓ Over 250 Project Team Area Coordinators and Subject Matter Experts (SME) from 20 different City/County/Township entities participated in 35 gap analysis meetings to compare the RFP requirements to what is currently available in PVDNet

➔ Initial Data Conversion

- ✓ CAMA is complete and Property stands at 96%

➔ Reports

- ✓ 95% of all current reports have been catalogued and samples gathered for analysis



Upcoming Events

- ➔ Assessors Subject Matter Expert training and testing will continue through 1/18/08
 - ✓ Training is broken down into residential, deeds, personal property, administrative, commercial
- ➔ Load and Stress Testing – scheduled for 12/15
- ➔ Phased Implementation of Assessor module 3.1
 - ✓ Upon successful completion of testing, the plan is to roll residential CAMA into production in January and the commercial CAMA after the reassessment in February.
 - ✓ Assessors will begin entering and updating '07 pay '08
- ➔ Auditor training/testing will be scheduled for late January.



Project Risks

- ➔ Data Conversion – from legacy application to PVDNet format
- ➔ State-mandated Reassessment
 - ✓ Availability of resources
 - ✓ Data integrity
 - ✓ Project timeline
 - ◆ “06pay”07 “reconciliation” tax bills - legacy
 - ◆ “07pay”08 tax bills – PVDNet
 - ◆ Rebate checks
 - ◆ Legislative impact
 - ✓ Bottom line - there are unknowns – need to be flexible
- ➔ Training/Testing results
- ➔ PVDNet Load and Stress Test results



Interfaces

- ➔ Cashiering – March 2008 with legacy system/ July 2008 with PVDNet
- ➔ Income Works – March 2008
- ➔ Document Management – March 2008
- ➔ Metropolitan Indianapolis Board of Realtors- MIBOR - March 2008
- ➔ Master Address – May 2008
- ➔ Accela – June 2008
- ➔ On-Line Forms – July 2008
- ➔ GIS Module - September 2008



Miscellaneous Project Information

- ➔ PVDNet Certification
 - ✓ PVD plans to apply for certification this coming Spring
- ➔ State Parcel Numbers



Project Status

- ➔ The project is on budget and on time
- ➔ Assessor module v3.1
 - ✓ Residential CAMA targeted for January 8
 - ✓ Commercial CAMA targeted for March 1 (due to reassessment)
- ➔ Auditor module v3.1
 - ✓ Targeted for February 18
- ➔ Treasurer module v3.1
 - ✓ Targeted for February 18
 - ✓ Liabilities will be converted after settlement of 06p07 in July
- ➔ PVDNet version 3.2
 - ✓ Phased in over 2nd, 3rd and 4th quarters 2008