



Information Technology Board

April 24, 2007 Meeting Agenda

Leading the way in enterprise-wide technology

Meeting Date:	4/24/2007	Meeting Time	9:00-11:00 am
		Location:	CCB Room 260
Chairman:	Robert J. Clifford	CIO:	Shital Patel

Minutes:

- ♦ Approval of March 27, 2007 Meeting Minutes

Status Updates:

- ♦ ISA Report

Action Items:

- ♦ Resolution #07-01: Accela Automation

Discussion Items:

- ♦ JUSTIS.Net
- ♦ Microsoft Migration
- ♦ ISA Financial Report
- ♦ CivicNet Update

Adjourn

- ♦ The next scheduled IT Board meeting is on May 29, 2007 at 9:30 AM in CCB Room 260

Attachment:

Contracts < \$100,000



Information Technology Board

March 27, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

Meeting Date:	11/28/06	Building/Floor/Room:	C/C, 2 nd floor, Room 260
Meeting Time:	9:30 – 11:00	Chairman:	Robert Clifford
Meeting Purpose:	Monthly Update/Status	CIO:	Shital Patel

Information Technology Board Members Present:

Robert Clifford	City Controller	Chairperson
Linda Enders	Mayoral Appointee	Secretary
Ron Meadows	Marion County Sheriff Department	Proxy (Marion County Sheriff)
Paul Ricketts	Marion County Assessor	Voting Member
Michael Rodman	Marion County Treasurer's Office	Voting Member
Doris Anne Sadler	Marion County Clerk	Voting Member
William Young	Marion County Superior Court	Voting Member
Shital Patel	Chief Information Officer	CIO (non-voting)
Kareem Howell	Office of Corporation Counsel	Legal Counsel (non-voting)

Staff Present: Vanita Anderson, Phil Brummit, Jason Buchanan, Joe Campbell, Chuck Carufel, Beverly Dillon-Macy, Doug Downey, Jim Effinger, James Etling, Sean Fahey, Virginia Francis, David Grigsby, Jeff Hayhow, Joe Lex, John Kavanaugh, Lori Kuhn, Andy Laudick, Jim Nelson, Rick Petrecca, Kevin Ortell, Wayne Praeder, Victor Ray, Jim Ruddell, Jeff Snodgrass, Ken Sorenson, Amitav Thamba, Chuck Thompson, Marv Thornsberry, Edwin Watkins, Stephen Werner, Jess Williams, Chad White

Visitors: Marianne Swatosh, Unisys; Ami Guilfooy and Laura Lindenbusch, CivicNet; Lesa Dietrick, Ice Miller

The November 1, 2006 Information Technology Board was called to order at 9:34.

Approval of the November 1, 2006 Information Technology Board Minutes

Mr. Michael Rodman, Marion County Treasurer, made a motion to approve the November 1, 2006 Information Technology Board Minutes. The motion was seconded by Judge Young, Marion County Superior Court, and carried unanimously.

ISA Report and Status Updates

Ms. Shital Patel, CIO, Information Services, stated that changes have been made to the ISA Board report format. Ms. Patel presented an overview of major business initiatives including improving operation efficiencies. ISA was very involved in Election Day. A follow-up meeting to discuss lessons learned has been scheduled to address how ISA can improve processes and improve performance. The contract for the Automated Vehicle Locator (AVL) was approved on November 15 by the Department of Public Works (DPW) Board. ISA continues to work with DPW and the vendor to finalize the installation schedule. Ms. Patel stated that work continues on improving neighborhoods with PowerPark Flex which is a parking management solution to assist the City and Office of Corporation Counsel in the distribution of parking tickets and the collection of fees. The project will replace the current parking meter system. Staff is working with the Office of Corporation Counsel to determine the impact the enhancement will have on the current CivicNet parking ticket payment application. The Automated Mapping Engine will improve customer service through 24x7 access. Testing has been completed,



Information Technology Board

March 27, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

and a presentation was given to the IT Board earlier this month. Discussions have begun with Accela to upgrade the Tidemark application and the agency hopes to have the Statement of Work (SOW) by end of this year. The Justis.NET project which will aid in improving interactions is on-going with an updated project plan and a DAI kickoff meeting to explain the beta testing process with all the high-end users. ISA has received a list of names and a commitment from those users to be involved in testing. Justis.NET is yellow on the report due to ISA and DAI can not approve the actual application until testing has taken place. The Litigation Case Management application is yellow pending determination of ISA hosting the application or an outside vendor. ISA continues to improve customer services with Stoneware with production ready by first of December.

Mr. Clifford stated that there have been issues with user's laptops and asked if the issues have been resolved. Ms. Patel explained that users have to have a PC connected to the network in order for Stoneware to work. Ms. Patel continued discussing RFP responses have been received for the outdoor warning systems for MECA with a meeting scheduled for Friday for final comments. The Liberty Shield grant is going well a BOM (Bill of Materials) has been received and the funding requirements for Phase 1 and 2 have been met. The IPD consolidation project has been challenging requiring coordination from all vendors and internal resources. The effort has included working with AT&T, IPD, NG, and ISA. Progress on the MyNeighborhood Portal continues with 24x7 access. The design document is complete and staff is working on a prototype to be presented to the customers. The project will be in conjunction with the POLIS Center for incorporation of SAVI datasets. As mentioned at the last IT Board, ISA is working with Channel 16 for video streaming for the enterprise. The MS Migration continues with 42% of the machines complete. The Asset inventory was delivered by Northrop Grumman (NG) to ISA last week. The Board has been provided Policies and Procedures for review and feedback at the next IT Board Meeting and approval February of next year. DataCenter Health contracts have moved forward to upgrade the Data Center to the Uptime Institute's Tier 1 level. In Operations, NG missed 4 SLRs, all due to Microsoft migration.

Major Meadows stated that the report presented to the IT Board exemplified all the tasks and issues this enterprise is facing and took the opportunity to thank staff for all the work that has been undertaken. Major Meadows continued that so much has impacted so many agencies and NG and ISA is doing a wonderful job for MCSD. Thanks were given for the willingness of NG to help get things done. Appreciate the change in attitude especially the contractors all working to get things done. Major Meadows wanted to convey to staff, NG and all contractors the change has been noticed and appreciated. Ms. Enders commented on the amount of projects with green light status. Ms. Enders expressed the importance of the progress that has been made in order to obtain the green or yellow status.

Mr. Clifford commented on the red status on Helpdesk Response Time and the potential of a financial penalty. Currently, the enterprise is involved with the merging of IPD and MCSD deputies into IMPD, the Microsoft upgrade, issues with asset inventory, all happening at a fast pace. Mr. Clifford cautioned being careful in penalizing a partnership in which NG has done what has been asked of them. Ms. Patel stated that the contract allows the CIO to waive the penalty. ISA has been proactive regarding the Helpdesk concern and none of the missed SLRs are a surprise. Ms. Patel added that the agency continues to monitor the service levels to identify something other than dropped service due to the migration.

Dr. Inui congratulated staff on the work on the neighborhood portal and the agreement with the POLIS Center. Dr. Inui stated that is a good example of collaboration between university and government. Thanks were given for making the connection.

Judge Young stated that the property system contract has not yet been signed and asked if the additional delay will prevent the project from getting back on track. The ordinance has to go before City County Council and Judge Young expressed concern that the delay will impact the enterprise. Mr. Clifford explained that contract has been negotiated the issue is that the appropriations have not been approved by council. The City County Council has asked to hold off until the new County Auditor, Assessor, and County Recorder have the opportunity to review the system and decided what they would like.



Information Technology Board

March 27, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

Mr. Ricketts stated that the project is pending a signed contract and appropriations although it could have moved forward a year ago. Mr. Ricketts expressed concern that it would be possible to implement the system for next year factoring in the new elected official and the subsequent learning curve. Mr. Ricketts stated that the system is the best one out there and expressed frustration with the ongoing delays although a commitment was made from the former recorder and there is the possibility that the incoming Recorder will not want this system. Judge Young asked if the project is now back to square one. Mr. Ricketts explained that by statute with six incumbents approval has to be by majority. He did not believe the personnel changes will result in a different end result and did not care to see the time and effort invested go to wayside for a system that is needed. In response to Judge Young's question, Mr. Clifford responded that the contract has been before this board and has been approved. As City Controller, Mr. Clifford can not approve funding until approved by the City County Council. Mr. Ricketts stated that the ordinance had been written. However, no one has made a presentation at the City County Council level. Mr. Ricketts stated that during the review process it was determined that only one system would work for Marion County. Mr. Ricketts added that if this system was not purchased, there was not a suitable alternative. Mr. Ricketts further stated that the delays are a result of a political game that has been played for over a year. Every duly elected official agreed on both sides, the money has been identified, now the wait is for someone that has never been an assessor, never been a recorder, to find out this is the system they want. It is a slap to those that made that decision in good faith. Mr. Rodman added that a new property system is needed. If one is not purchased funds will have to spent on "Band-Aids" on a system just to be in compliance with the State. Mr. Rodman continued that it would be foolish to spend 1 million dollars on a system that will not be kept. Mr. Clifford added that there is no need to rush.

Judge Young commented on the positive experience on Election Day with everyone's willingness to help out. Specifically, Judge Young complimented Mr. Ortell and all staff available on days that are not normally worked. Judge Young asked if it is available on the PowerPark Flex program to include moving violation traffic tickets or is that something that needs to be addressed on a different front. Judge Young questioned the need to integrate with Justice and depending on the functionality it may or may not be true. Mr. Petrecca, SA3 Manager, ISA stated the PowerPark Flex is an upgrade to existing system. The integration with courts may not have been explored as the Office of Corporation Counsel took the lead on this initiative. The primary focus was on collection of funds from parking tickets with the intent to increase the collect rate. Mr. Petrecca stated that the possibility will be looked into. Judge Young asked if there is funding for Tidemark which has been discussed at least 6-7 months ago.

Ms. Patel stated that the funds would be available in January. Judge Young continued that the project was known about for six months and asked why it was not put in 2007 budget. Mr. Clifford responded that one time capital projects are handled separately and the decision was up to the Department of Metropolitan Development. In response Judge Young recommended agencies prioritize projects and request funds to council and allow council to decide what budget cuts to make. Mr. Clifford commented that the budget system is elaborate with every department and agency presenting a budget to council. Council is comprised of elected representatives and should make that call. Mr. Clifford suggested an agency can make a stronger case.

In reference to the missed SLRs, Judge Young requested all parties involved look long and hard before giving away a penalty.

Information Services Agency Financial Report

Ms. Dillon-Macy, Financial Manager, ISA presented the Financial Report. Ms. Dillon-Macy stated that the report is divided into four sections. The first section provides a budget comparison. The second section reflects revenue collected. ISA has collected \$23.8 Million dollars which includes payments received for the 4th quarter 2005 billings. The third section covers October 2005 versus October 2006 contract comparison. The final section reports 2006 Application Maintenance and Support Budget versus actual hours used.

Mr. Clifford asked how ISA handles agency overages for ISA charges. Ms. Patel stated that at this time credits have not been applied or charges invoiced for the access data base project. Mr. Clifford requested Ms. Dillon-



Information Technology Board

March 27, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

Macy meeting the Office of Finance and Management staff to discuss. Ms. Enders asked based on the discussion of the project item not being in the budget if contractual services are budgeted. Ms. Patel stated that they were and projects such as the Tidemark upgrade would have been handled through a request for additional appropriations.

IT Board Recognition

Mr. Clifford took a moment to thank Ms. Sadler and Mr. Ricketts for their service on the IT Board and requested Mr. Howell follow-up with a Resolution of Recognition for both.

Ms. Sadler stated that she has enjoyed serving on the IT Board for the past four years. She continued that she is grateful to be leaving when as a group the direction of the board is positive. Ms. Sadler stated that Ms. Patel is doing a fantastic job.

Mr. Clifford recognized Mr. Ricketts as a valued member of the IT Board. Mr. Ricketts stated that he has enjoyed the past 9 years serving on the IT Board. The Board has come a long way and he is looking forward to watching from afar. Mr. Ricketts stated that every facet of government has areas that could be improved and wished the Board luck.

CivicNet Report

Mr. Petrecca, Service Area 3 Manager, ISA stated that the CivicNet Report stands as submitted unless the Board has questions. Mr. Petrecca added that there will be changes with the CivicNet contract as a result of the contract with the State. The Enhanced Access Review Committee will be involved with the amendments to be presented to the Board next month.

MethodFactory, Inc. Amendment

Mr. James Etling, Contracts Manager, ISA and Mr. Petrecca presented the MethodFactory amendment. Mr. Etling explained the revisions included in the amendment. The original agreement with MethodFactory was a result of the RFQ process for \$90,000 through the end of this year.

Ms. Patel added that originally the project plan was believed to include upgrading content management system. However, after review of the contract and included documentation was reviewed, the agreement was put on hold pending the release of Microsoft 2007. Mr. Petrecca stated that the Microsoft release will allow for jumping ahead a couple of versions in the content management system which explains the delay. In response to Ms. Enders, Mr. Petrecca explained that content management is a means of updating the website for the City that allows non-technical users to write the text that will show up on the site and place it on there update uniform look easy for non-technical people to use.

Mr. Howell stated that the non-discrimination clause is being added so that the Office of Corporation Counsel may update contracts as available to identify groups per ordinance.

Judge Young moved to approve MethodFactory Amendment 1. The motion was seconded by Major Meadows and carried unanimously.

Amendment No. 3 contractual Agreement for Technology Services (SA3) Daniels Associates, Inc.

Mr. Jason Buchanan, CFO, ISA and Mr. James Etling presented the DAI contract amendment. Mr. Etling stated that the amendment includes incorporating into the SOW the Victims of Crime Act, Supervisory Special and Office of Corporation Counsel Projects to Exhibit 1 of the Original Agreement and increase the not-to-exceed amount by \$199,240 to a total amount of \$2,459,924.



Information Technology Board

March 27, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

Ms. Patel explained the status of the Justis.NET project and that the UAT is unique. Currently programmers are occupied with ongoing changes to the old Justice system which is taking away actual test time. The additional testing is required to identify additional bugs. The agreed upon solution is to have high-end users test Justis.NET. Mr. Thornsberry added that there are two items left, one security batch job and to test how well they have done. DAI needs a user team put together which is different from normal UAT. The need is for experienced Justis users to see what works and what needs fixed. Ms. Patel stated that ISA has a list of people and a meeting has been scheduled for the next two weeks. Ms. Enders questioned the 'preliminary' on the SOW. Mr. Buchanan clarified that is an administrative error and 'preliminary' will be removed.

Ms. Enders requested that tasks be identified as they relate to projects. Implied tasks need to be more specified as to what cost is associated with those tasks. Judge Young asked if the increase is enough. Mr. Thornsberry stated it would and that he hoped it would cost be less.

Judge Young moved to approve Amendment 3 to the DAI contract. The motion was seconded by Ms. Enders seconded and carried Ms. Sadler abstained.

Proposed Scheduled for 2007

Mr. Clifford requested IT Board members provide Mr. Ruddell, IT Board Recording Secretary, ISA with any 2007 changes.

Dr. Inui requested that included in future discussions it would be useful availability of fund for important initiatives as a non-building resident and general citizen and member of board if could frame discussion around projects and then around the annual budget process and interdependent of user agencies would be extremely helpful.

Asset Management

Mr. David Grigsby, CTO, ISA presented the Asset Management Update. Mr. Grigsby explained the three main challenges as the first is to purchase and acquire the physical item. Once the item arrives to enter into software to track that item and ensure compliance. Most of the problems run into fall under the third category of tracking assets the user has removed. The ability to monitor assets live on the network relies on communication one way or another and those that do not. The bulk of the assets constantly communicate on the network. The enterprise needs to keep current care most of asset portion of the 5600 hope to keep tract of 4800 well connected on the network. If ISA and NG do not keep current another wall to wall inventory will be required.

Mr. Grigsby continued discussion of the lost and stolen report which will be run as an easy method to determine assets that no longer show up on inventory. Without report without software won't be able to know that. Ms. Patel stated this is especially important with leases. Mr. Clifford stated that policies will be required to penalize departments that do not abide by them allowing ISA to properly monitor assets. There is also the availability to lock down PCs to be more proactive in identifying what is in the environment. Mr. Grigsby discussed policies for the process of transferring assets. Each agency needs to decide what is acceptable. Ms. Patel added staff is evaluating the service levels of the contract regarding devices since the physical inventory is complete and will bring a recommendation to the IT Board January or February. ISA will be working with the Office of Finance and Management on disposal.

Ms. Enders asked if the user agencies and departments know this is coming. Ms. Patel stated members of the IT Team are aware. The challenges will be in educating and communicating.

Video Streaming

Mr. Ken Sorenson, Lead Project Manager, ISA presented a demonstration on video streaming which allows citizens to view public meetings via the internet. Contract negotiations are on going and implementation is



Information Technology Board

March 27, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

scheduled to begin once the contract is signed and the purchase order is cut. The initiative is in conjunction with Channel 16.

The November 28, 2006 IT Board adjourned at 11:20 am.

The next Information Technology Board Meeting is scheduled for December 26, 2006 at 9:30 in room 260.



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

ISA Project Status

Status Key		Phase Key	
Green	The project is on-time and on budget with no delays or budget issues anticipated.	Initiating	Defining and authorizing the project, including prioritization.
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.	Planning	Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.
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.	Executing	Performing the work of the project according to the scope, schedule and cost baselines established in Planning
Black	This project has been placed on long term hold, terminated early, or retired	Closing	Formal acceptance of the product, service or result

Information Services Agency Major Business Initiatives	
Business Initiative	Definition
Improve Efficiencies, Customer Service & Quality:	Financial & Human Resources Mgmt
Improve Operation Efficiencies:	Work Management & Asset Management
Improve Neighborhoods:	Permitting, Inspections, & Enforcement
Improve our Understanding of Constituent Interactions:	Case Management
Improve Efficiencies of C/C workers & visitors:	Wireless Public Buildings
Improve Delivery of Services; More C/C Workers in the Field:	Mobile Work Force
Make the Region Safer & Healthier:	Process Control Technology
Increase Transparency:	Document, Workflow and Image Mgmt
Improve Public Safety:	MCSD & IPD Integration
Improve Customer Service thru 24x7 Access:	Citizen Concierge
Improve Infrastructure:	Data Center Health
Accelerate Economic Development:	Wireless Public Access



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

ISA Project Summary Table of Contents			
Project	Business Initiative	Overall Status	Page
Asset Inventory	Improve Infrastructure	Yellow	10
Justis.NET	Improve our Understanding of Constituent Interactions	Yellow	10-11
MS Migration	Improve Infrastructure	Yellow	11
Property System Replacement	Improve Operation Efficiencies	Yellow	12
Stoneware I-Chain	Improve Delivery of Services; more C/C workers in the field:	Yellow	12-13
Stoneware Remote Desktop	Improve Delivery of Services; more C/C workers in the field:	Yellow	13
Accela Automation	Improve Operation Efficiencies	Green	14
Auto Mapping Engine (AME)	Improve Neighborhoods	Green	15
Automated Vehicle Locator (AVL)	Improve Operation Efficiencies	Green	15-16
Call Center Reporting	Improve Operation Efficiencies	Green	16
Data Center Health- Rejuvenation	Improve Infrastructure	Green	16
Daylight Savings	Improve Operation Efficiencies	Green	17
Enterprise Messaging	Improve Operation Efficiencies	Green	17-18
Fugitive Safe Surrender	Improve Public Safety	Green	18
GIS Web-Services Migration and Development	Improve Customer Service thru 24x7 Access	Green	18-19
IFD/WTFD Consolidation	Improve Public Safety	Green	19
IMPD Portable Camera / Liberty Shield	Improve Public Safety	Green	19-20
MS Migration Access 97	Improve Infrastructure	Green	21
MOSS 2007 Implementation	Improve Infrastructure	Green	21
MyNeighborhood Portal	Improve Customer Service thru 24x7 Access	Green	22-23
Outdoor Warning System	Improve Public Safety	Green	23
PC Refresh	Improve Infrastructure	Green	23
RFID	Improve our Understanding of Constituent Interactions	Green	24
Stoneware Web Events	Improve Delivery of Services; more C/C workers in the field:	Green	24-25
Video Streaming – Public Meetings	Improve Customer Service thru 24x7 Access	Green	25
WinACE	Improve Operation Efficiencies	Green	25-26



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

Project	Agency / ISA owner	Phase	Overall Status
Asset Inventory	Enterprise / Operations	Executing	Yellow
Business Initiative	Improve Infrastructure		
	<ul style="list-style-type: none"> Improve City/County Operation Efficiencies 		
Description	Project to complete and support PC inventory for the City/County.		
Planned for this period	<ul style="list-style-type: none"> Receive SLR change recommendation from Northrop Grumman. Receive plans for asset disposal and tracking from Northrop Grumman. 		
Accomplishments	<ul style="list-style-type: none"> Working with the Controller's Office, Northrop Grumman has developed and submitted for review an asset disposal plan and an asset tracking plan. Received SLR change request from Northrop Grumman. 		
Risks and Mitigation	<ul style="list-style-type: none"> Ongoing software changes present opportunities to miss/lose information. Current Disposal process does not effectively cover the physical removal and shipment to a staging area. 		
Planned for next period	<ul style="list-style-type: none"> Review Asset Disposal Plan. Review Asset Tracking Plan. Review proposed SLR change recommendation. Provide feedback to Northrop Grumman. 		

Project	Agency / ISA owner	Phase	Overall Status
Justis.NET	Courts / PMO	Executing	Yellow
Business Initiative	Improve our Understanding of Constituent Interactions		
	<ul style="list-style-type: none"> Make the Region Safer & Healthier Improve Public Safety 		
Description	Migration of Justis application from legacy mainframe to .NET environment.		
Planned for this period	<ul style="list-style-type: none"> Continue unit testing and debugging. Create production build #5. Coordinate efforts between NG and DAI to integrate Justis.net with Active Directory. 		
Accomplishments	<ul style="list-style-type: none"> Continued Unit Testing and Debugging by bringing the Prosecutor's office on board. Created Production Build #5 addressing known issues. Resources from Crowe have been brought in to assist with several aspects of the application development, including security, report writing and printing. Held planning meeting with NG, DAI and Crowe to plan security implementation and integration with Active Directory. 		
Risks and Mitigation	<ul style="list-style-type: none"> User Acceptance Testing and Unit Testing are happening at the same time in an effort to streamline the testing of the application. This can lead to unforeseen issues and potential delays. Must assist CivicNet in developing application interfaces to be able to retrieve information needed from Justis.NET. Beta testing team needs to identify as many bugs as possible to have them corrected before implementation. Any Justis program changes could impact timeline and delay implementation further. 		
Planned for next period	<ul style="list-style-type: none"> Continued unit testing and debugging. Bring Clerk and Sheriff's Offices on-board. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

	<ul style="list-style-type: none"> • Create production build #6. • Continue with development per project plan. • Work with CivicNet team to test interface with Justis.net • Configure Load Runner to prepare for load testing of the application.
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Project	Agency / ISA owner	Phase	Overall Status
MS Migration	Enterprise / PMO	Executing	Yellow
Business Initiative	Improve Infrastructure		
	<ul style="list-style-type: none"> • Improve Operation Efficiencies 		
Description	<p>The Enterprise will be migrating from a Novell networking and messaging environment to a Microsoft networking and messaging environment. This entails replacing Novell GroupWise with Microsoft Exchange/Outlook, replacing the Novell file servers with Microsoft file servers, upgrading all PCs and laptops to the current Microsoft operating system (Windows XP with Service Pack 2) and upgrading all PCs and laptops to the current version of Microsoft Office.</p>		
Planned for this period	<ul style="list-style-type: none"> • Coordinate the migration of file systems. • Clean up straggler workstations, email accounts and email archive. 		
Accomplishments	<ul style="list-style-type: none"> • 5,774 Workstations Migrated. • 7,776 Email Migration completed. • Completed final batch of mail migrations on 01/26/2007. • Completed final batch of archive migrations on 1/29/2007. • Migrated approximately 600 users and 1.2 TB of H drives for ISA, NG, DAI, MC Auditor, Animal Care and Control, Center Twp, Decatur Twp, Washington Twp, Franklin Twp, Warren Twp, Wayne Twp, Surveyor, DAEO/HR DMD, Bond Bank, Office of Corporation Counsel, Building Authority, Voter Registration, Marion County Justice Agency. • Met with Controller, Auditor, MCSD and IMPD regarding Shared Drive Migrations. • Transitioned work station and email migrations to NG. • Updated and revised MS Migration Intranet Site. • Drafted Customer Satisfaction survey for post migration customers. • Posted notice on the GroupWise to Outlook migration on the GroupWise Web Access Page. • Informed users that of GroupWise will be inactive on or after 02/09/2007. • Communicated H drive migration information of individual user's home drive. • Drafted communication informing users that GroupWise accounts will be disabled on 2/5/2007. • Completed agency and department "Pre-flight" meetings. 		
Risks and Mitigation	<ul style="list-style-type: none"> • Coordination of file services for shared drives poses a complex task considering hard coded paths with in applications or user shortcuts on desktops. 		
Planned for next period	<ul style="list-style-type: none"> • Readjust schedule to account for missed migrations due to problems and to account for changes requested by users. • Work with Training to implement an Outlook Training video to be downloaded from the Intranet Site. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

Project	Agency / ISA owner	Phase	Overall Status
Property System Replacement Project	Enterprise / PMO	Planning	Yellow
Business Initiative	Improve Operation Efficiencies <ul style="list-style-type: none"> • Improve our Understanding of Constituent Interactions • Improve Efficiencies of C/C Workers & Visitors • Accelerate Economic Development • Improve Customer Service thru 24x7 Access 		
Description	The current property system is outdated and runs on the IBM Mainframe. This project is to implement and migrate to a new property tax system running in a distributed computing architecture.		
Planned for this period	<ul style="list-style-type: none"> • The Treasurer, Auditor, Marion County Assessor, and the Elected Township Assessor plan to present to the Full Council for appropriation. 		
Accomplishments	<ul style="list-style-type: none"> • N/A 		
Risks and Mitigation	<ul style="list-style-type: none"> • The project is waiting for appropriation from the council. • Lack of a champion/executive sponsor has delayed the start of the project. 		
Planned for next period	<ul style="list-style-type: none"> • Scheduled a demo of the new Property System for February 23rd for the new elected officials and their staff. • Waiting for Council approval. Once approved have a project kick off. 		

Project	Agency / ISA owner	Phase	Overall Status
Stoneware Installation – iChain Replacement	Enterprise / PMO	Executing	Yellow
Business Initiative	Improve Delivery of Services; more C/C Workers in the Field		
Description	Stoneware/webNetwork is being implemented to replace iChain.		
Planned for this period	<ul style="list-style-type: none"> • Resolve the load balancing and clustering issues. • Resolve the PC check tool issues. This tool is used to check the user's PCs to make sure the correct version of Java is installed and other pertinent settings are correct. • Resolve the Relay Central issues. • Stoneware will provide ISA/NG with an SOP, Standard Operating Procedure, for the on-going maintenance of webNetwork. • The EP1 upgrade will be applied to the webNetwork software. This is needed for the calendaring functionality. • All files will be moved from the Novell structure to the Microsoft backend servers – this will be scheduled over several weeks • Set up scripts to replace current MyData/Novell solution with Stoneware. 		
Accomplishments	<ul style="list-style-type: none"> • None. 		
Risks and Mitigation	<ul style="list-style-type: none"> • As NG and Stoneware work through the iChain replacement process, various technical difficulties have been encountered, mainly due the complexity of the City/County environment. One by one these issues have been resolved, but it is requiring more time and resources to complete this project. 		
Planned for next period	<ul style="list-style-type: none"> • The EP1 upgrade requires changes to the schema of the Active Directory. Overall risk is low because schema fields are being added not changed. Over the next two weeks, a comprehensive back out plan will be put into place. • Test the EP1 upgrade. The EP1 upgrade will resolve the load 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

	<p>balance clustering, PC check tools and relay central issues.</p> <ul style="list-style-type: none"> • Implement the EP1 upgrade into production. The implementation is tentatively scheduled for Sunday, March 4, assuming all testing is successful. • All files will be moved from the Novell structure to the Microsoft backend servers – this will be scheduled over several weeks • The replacement of the current MYData/Novell solution will be handled through a separate project phase. • Stoneware will provide ISA/NG with an SOP, Standard Operating Procedure, for the on-going maintenance of webNetwork.
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Project	Agency / ISA owner	Phase	Overall Status
Stoneware Installation – Remote Desktop (RDP) Rollout	Enterprise / PMO	Executing	Yellow
Business Initiative			
Improve Delivery of Services; more C/C Workers in the Field			
Description	The purpose of this project is to allow users to access their work desktop from home, on the road or at a remote office.		
Planned for this period	<ul style="list-style-type: none"> • Complete software installation and testing. • Finalize the project plan for implementation. • Create, test and approve help desk scripts. • Develop user documentation. • Develop a document that will used to publicize Stoneware, list and describe the features and provide information on how to request access. 		
Accomplishments	<ul style="list-style-type: none"> • None 		
Risks and Mitigation	<ul style="list-style-type: none"> • As NG and Stoneware work through the webNetwork implementation process, various technical difficulties have been encountered, mainly due the complexity of the City/County environment. One by one these issues have been resolved, but it is requiring more time and resources to complete this project. • The webNetwork installation has to be stabilized and the implementation has to be completed before rollout of RDP to the enterprise. 		
Planned for next period	<ul style="list-style-type: none"> • After the EP1 upgrade has been implemented, test the overall functionality using 20-30 pilot testers. • Finalize the project plan for implementation. • Create, test and approve help desk scripts. • Develop user documentation. • Develop a document that will used to publicize Stoneware, list and describe the features and provide information on how to request access. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

Project	Agency / ISA owner	Phase	Overall Status
Accela Automation	Enterprise / PMO	Initiating	Green
Business Initiative	Improve Operation Efficiencies <ul style="list-style-type: none"> • Improve our Understanding of Constituent Interactions • Improve Efficiencies of C/C Workers & Visitors 		
Description	<p>As an upgrade to the current Tidemark application, Accela Automation's Land Management application will improve operations within the Division of Compliance, Division of Planning and IHPC by providing an integrated system that can better automate the workflow within the departments and interface with current systems. Additional modules include a wireless application that allows inspectors and other field workers to access the system and update information remotely, an IVR to allow constituents to check status or request inspections via the telephone, and a Citizen's Access module which allows updated status information to be obtained via the Internet. An optional module would benefit the Mayor's Action Center and integrate with the Land Management application.</p>		
Planned for this period	<ul style="list-style-type: none"> • Meet with several groups including the Division of Planning, Division of Compliance and IHPC to discuss the current Statement of Work presented by Accela. • Hold a demonstration of the production to answer specific questions related to its operation. 		
Accomplishments	<ul style="list-style-type: none"> • Provided latest feedback to Accela for another draft Statement of Work. • Held a half-day demonstration of the product for the Division of Compliance answering everyone's questions. 		
Risks and Mitigation	<ul style="list-style-type: none"> • Project needs to start soon in order to time implementation during the non-construction season. • Project requires a large effort from many agencies which entails a significant coordination challenge. 		
Planned for next period	<ul style="list-style-type: none"> • Meet with Accela to finalize the terms and conditions of the contract and determine a not to exceed price for the upgrade. • Receive updated Statement of Work and project estimates including a not to exceed amount from Accela. • Open an RFS to hire a contracted project manager dedicated to this project. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

Project	Agency / ISA owner	Phase	Overall Status
Automated Mapping Engine, (AME)	Enterprise / GIS	Closing	Green
Business Initiative	Improve Neighborhoods		
	<ul style="list-style-type: none"> Improve Customer Service thru 24x7 Access 		
Description	<p>The Automated Mapping Engine, (AME), will allow users 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>Users 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 ship it to the user.</p> <p>AME Phase II is available for use at the following intranet address: http://arcgissvr.indygov.org/MapEngine/ameuserportal/</p>		
Planned for this period	<ul style="list-style-type: none"> Place application into production. 		
Accomplishments	<ul style="list-style-type: none"> Application is now in production and available to all City/County users. 		
Risks and Mitigation	<ul style="list-style-type: none"> None. 		
Planned for next period	<ul style="list-style-type: none"> Begin demonstrations for various user groups. 		

Project	Agency / ISA owner / PM	Phase	Overall Status
Automated Vehicle Locator (AVL)	DPW / PMO	Executing	Green
Business Initiative	Improve Operation Efficiencies		
	<ul style="list-style-type: none"> Improve Delivery of Services; more C/C Workers in the Field 		
Description	<p>DPW is requesting an Automated Vehicle Locator solution to help track Solid Waste and Snow Vehicles. This will allow for better management, added safety and long term cost savings for DPW.</p>		
Planned for this period	<ul style="list-style-type: none"> Review comprehensive implementation schedule with vendor for equipment installations. Identify snow vehicles for first phase of equipment installation and configuration. Finalize data terminal design for driver input for snow and solid waste vehicles. Test mapping interface used for locating vehicles and showing status. Provide vendor with requested GIS layers to support mapping interface. Document data fields to be used between Hansen and AVL. Identify additional needs and requirements. 		
Accomplishments	<ul style="list-style-type: none"> Vendor and DPW staff analyzed Snow, Solid Waste and Fleet vehicles to determine proper placement of hardware devices. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

	<ul style="list-style-type: none"> • Vendor and DPW staff identified sensors to be used for Snow and Solid Waste vehicles. • Vendor and DPW staff identified additional needs and requirements for mapping interface, reports, and data terminal configuration.
Risks and Mitigation	<ul style="list-style-type: none"> • No planned items.
Planned for next period	<ul style="list-style-type: none"> • Finalize data terminal design. • Finalize mapping interface design. • Finalize Hansen and AVL communication. • Vendor will be onsite to meet with DPW to install and configure GPS and data terminal equipment for snow and solid waste vehicles.

Project	Agency / ISA owner	Phase	Overall Status
Call Center Reporting	Enterprise / Operations	Executing	Green
Business Initiatives	Improve Operation Efficiencies		
Description	Beta site for Call Center Reporting, CCR, software for Avaya		
Planned for this period	<ul style="list-style-type: none"> • Continue testing with the vendor onsite. • Provide feedback on the software and any issues that are discovered. 		
Accomplishments	<ul style="list-style-type: none"> • Installed Beta 3 software on Telppo1. • Attended administrative training for Beta 3. • Avaya has requested Giesla and Lori to speak at the InAAU conference scheduled for May in San Antonio, Texas. 		
Risks and Mitigation	<ul style="list-style-type: none"> • As with all Beta testing, there are risks of system issues. We will run concurrent with existing CMS to prevent loss of data. • Partitioning will not be available until Rev.4; therefore we will not roll out for user testing until that release is generally available. 		
Planned for next period	<ul style="list-style-type: none"> • Continue testing, and provide feedback to Avaya. 		

Project	Agency / ISA owner	Phase	Overall Status
Data Center Health	Enterprise / Operations	Initiating	Green
Business Initiative	Improve Infrastructure		
	<ul style="list-style-type: none"> • Improve Operation Efficiencies • Improve Public Safety 		
Description	Evaluate the current status of the Data Center and determine potential problems. Once the overall status is determined, develop a strategy to upgrade the Data Center to address all issues and meet the minimum level of the Uptime Institute's Tier 1.		
Planned for this period	<ul style="list-style-type: none"> • Receive quote for installation of electrical to existing racks. 		
Accomplishments	<ul style="list-style-type: none"> • Building Authority did a walk through for the electrical request from November. • Floor cleaning is complete and all tiles that had peeling laminate have been replaced. • Received Assessment from the Uptime Institute. 		
Risks and Mitigation	<ul style="list-style-type: none"> • Overall health of the data center. • Original data center was built for different technologies. 		
Planned for next period	<ul style="list-style-type: none"> • Review assessment from the Uptime Institute and begin development of a strategy to upgrade the Data Center. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

Project	Agency / ISA owner / PM	Phase	Overall Status
Daylight Savings	Enterprise / PMO	Executing	Green
Business Initiative	Improve Operation Efficiencies		
Description	Due to the legislative change in Daylight savings moving the start up 3 weeks, many systems (Windows, Solaris, mainframe, Blackberries) need to be patched on order to handle the correct date and time.		
Planned for this period	<ul style="list-style-type: none"> Meet to discuss progress. Determine approach to correct issues with recurring calendar events and meetings scheduled during the 3 week period affected. Patch several systems including network hardware, firewalls, VPN etc. 		
Accomplishments	<ul style="list-style-type: none"> Desktop patches are currently available and downloadable for all clients. Approximately 94% of all desktops have been patched to date. Compiled listing of all work and assignments, and have scheduled follow-up meetings with each group. All affected servers have been patched, both Solaris and Windows. Determined that the mainframe's time will be changed during the March 11 IPL. Patches and configuration changes have been made to all networking hardware, VPN and firewalls. 		
Risks and Mitigation	<ul style="list-style-type: none"> The longer it takes to address the issue, more calendar entries will be created. If the server-side tool does not correct all affected calendar entries, users will have to manually correct. Documentation is being developed to walk users through the process, and the Help Desk is being prepared to any user questions. 		
Planned for next period	<ul style="list-style-type: none"> Continue patching desktops. Test server-side tool for correcting calendar entries. Develop implementation plan for running the server-side tool. Develop communications plan to relay information about the issue, steps taken to correct it and how to report any issues. 		

Project	Agency / ISA owner	Phase	Overall Status
Enterprise Messaging	Enterprise / PMO	Initiating	Green
Business Initiative	Improve Operation Efficiencies		
	<ul style="list-style-type: none"> Improve Efficiencies of Workers and Visitors Improve Public Safety Improve Customer Service thru 24x7 Access Improve Delivery of Services; More C/C Workers in the Field 		
Description	Sheriff and Court are interested in a messaging / paging system to replace current systems as well as provide additional and more advanced functionality. ISA is also looking at the project for enterprise-wide potential.		
Planned for this period	<ul style="list-style-type: none"> Collection and analysis of questionnaires. Develop RFS. Gather detailed requirements for Courts and MCSO. 		
Accomplishments	<ul style="list-style-type: none"> Agreement from Courts to participate at enterprise level. 		
Risks and Mitigation	<ul style="list-style-type: none"> Risk assessment has not been conducted at this time. Potential risk elements include scope creep due to enterprise-wide nature and various departments involved. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

	<ul style="list-style-type: none"> PM team would need to closely monitor and control the scope to ensure scope creep does not occur and that change requests are handled properly.
Planned for next period	<ul style="list-style-type: none"> Release RFS.

Project	Agency / ISA owner	Phase	Overall Status
Fugitive Safe Surrender	Marion County Justice Agency / PMO	Initiating	Green
Business Initiative	Improve Public Safety <ul style="list-style-type: none"> Improve Delivery of Services; more C/C workers in the field Improve our Understanding of Constituent Interactions 		
Description	Establish an arrestee processing center at the Messiah Missionary Baptist Church.		
Planned for this period	<ul style="list-style-type: none"> Draft charter and project plan. Involve operations in preliminary requirements gathering. 		
Accomplishments	<ul style="list-style-type: none"> Convened IT Sub-committee for FSS on 1/23/2007. Distributed and collected technical survey for stakeholders. Contacted Phoenix and Cleveland Project Teams. 		
Risks and Mitigation	<ul style="list-style-type: none"> Project has high-visibility. 		
Planned for next period	<ul style="list-style-type: none"> Define scope of the project. Perform follow-up site visit. 		

Project	Agency / ISA owner	Phase	Overall Status
GIS Web-Services Migration and Development	Enterprise / GIS	Executing	Green
Business Initiatives	Improve Customer Service thru 24x7 Access <ul style="list-style-type: none"> Improve Operation Efficiencies 		
Description	<p>The ISA GIS Team utilizes several web-services to provide specific GIS functionality to various applications within the enterprise. The most prominent example of this is the AddressValidator. Non-GIS applications are able to send an address string to the service and receive a validated and possibly corrected string back. This ensures that the calling application stores a good address within its own database and alleviates the long-term problems associated with bad addresses.</p> <p>The 2 primary goals of this project are:</p> <ol style="list-style-type: none"> Migrate existing web-services to the next version ESRI 9.2 platform and enhance them to work together more effectively. Create several new services which will be used by both the MyNeighborhood Portal and future enterprise initiatives. <p>Existing GIS Web-Services to be migrated:</p> <ul style="list-style-type: none"> Geocode - Complete AddressValidator ActivityLogger FindNearest – In Progress FindWithinRadius - Complete PointInPolygon - Complete <p>New GIS Web-services to be created:</p> <ul style="list-style-type: none"> Map Component – In Progress 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

	<ul style="list-style-type: none"> • PolygonAnalysis - Complete • DataRetrieval – In Progress
Planned for this period	<ul style="list-style-type: none"> • Continue migration and development of remaining Web-services.
Accomplishments	<ul style="list-style-type: none"> • Complete development and/or migration of the Web-services. • Installed Web-services in the City/County environment. • Began testing. • Began creation of documentation. This documentation will also be important to other City/County developers who may be creating applications which would utilize these Web-services.
Risks and Mitigation	<ul style="list-style-type: none"> • None.
Planned for next period	<ul style="list-style-type: none"> • Complete testing. • Continue documentation effort.

Project	Agency / ISA owner	Phase	Overall Status
IFD/WTFD Consolidation	Indianapolis Fire Department / PMO	Executing	Green
Business Initiative	Improve Operation Efficiencies		
Description	Merging the Washington Township Fire Department into the Indianapolis Fire Department IT infrastructure including extending the ISA enterprise data infrastructure, telephone service and ISA approved workstations to fire stations.		
Planned for this period	<ul style="list-style-type: none"> • Migrate remaining desktops in fire stations. • Install IP phones. • Work with Washington Township Trustee to amend NuVox contract to cancel a number of services. 		
Accomplishments	<ul style="list-style-type: none"> • Work on the remaining workstations to be migrated has begun. • Information about the voice lines targeted for deletion has been gathered. • Phone lines for fire stations have been installed. 		
Risks and Mitigation	<ul style="list-style-type: none"> • Some of the equipment left in fire stations to migrate does not meet enterprise specifications. Equipment originally, earmarked for use, has been re-deployed to other areas. 		
Planned for next period	<ul style="list-style-type: none"> • Adjust NuVox contract (lines for Trustee, lines for Poor Relief, lines for Fleet (to be reimbursed by DPW), lines for fire stations individually want to keep (at own expense) and lines to delete. 		

Project	Agency / ISA owner	Phase	Overall Status
IMPD Portable Camera / Liberty Shield	Indianapolis Metropolitan Police Department / PMO	Executing	Green
Business Initiative	Improve Public Safety		
	<ul style="list-style-type: none"> • Make the Region Safer & Healthier • Improve Operation Efficiencies • Improve Delivery of Services; more C/C Workers in the Field 		
Description	<p>Locate portable and fixed security cameras to monitor critical infrastructure sites determined by the Department of Homeland Security (DHS). The project is divide into 3 Phases.</p> <ul style="list-style-type: none"> • Phase I – Order server and storage, Complete Site Surveys to show where to place cameras and antennas, Receive Detailed Design Documents. (Completed) • Phase II – Order and begin installing cameras and wired/ wireless network infrastructure. (In Progress) • Phase III – Install remaining cameras and network infrastructure. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

	(Future)
Planned for this period	<ul style="list-style-type: none"> Identify all grant funding to be used for additional cameras and infrastructure. Installation of antennas on roof of city county building (weather permitting) Confirm with Henry St that fiber is pulled and ready for patch panels to be installed and termination of fiber. Approve quote to complete installation. Finalize with building authority that all information has been provided to complete all electrical installation and verify antenna locations. Work with vendor to survey roof of city county building for placement of wireless infrastructure/hardware. Finalize with MECA that all information has been provided to prepare for installation of wireless infrastructure/hardware. Finalize with Union Station that all information is provided to begin installation of electrical components and antenna locations.
Accomplishments	<ul style="list-style-type: none"> Determined which antennas and wireless gear on the roof of city county building are active and able to be used. Identify the pipes on the roof of city county building that can be used for CAT5 conduits for antenna installation. Drill / Core three pipes and installed 3 CAT5 cables per pipe from roof to inside location for Building Authority to pulled to radio room. Delivery of hardware and antennas for camera infrastructure.
Risks and Mitigation	<ul style="list-style-type: none"> Time and resources to coordinate and implement a large scale roll out of cameras, hardware and infrastructure to support funding from (DHS). MCSO BZPP funding needs to be spent on cameras only. Complete BZPP grant by 3/31/07. Weather and environmental conditions might hinder access to buildings and towers where outdoor equipment needs to be installed.
Planned for next period	<ul style="list-style-type: none"> Schedule and prioritize remote locations to prepare for installation of wireless infrastructure/hardware. Conseco location needs two sets of radios, and we'll need 110 V 15amp at each location. Begin installation of wireless equipment at city county building. MECA, and Union Station. (weather permitting) Finalize MOU agreements between IPD/DPW/IPL on scope of work and expectations.



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

Project	Agency / ISA owner	Phase	Overall Status
MS Migration Access 97	Enterprise / PMO	Closing	Green
Business Initiative	Improve Operation Efficiencies		
Description	This project is to identify and assist users to convert key Access 97 databases to Access 2003, .Net (when applicable) or retire databases no longer being utilized.		
Planned for this period	<ul style="list-style-type: none"> Schedule one-on-one meetings with agencies according to the MS Migration Schedule. Prioritize large or complex conversions. 		
Accomplishments	<ul style="list-style-type: none"> Assisted with agencies' minor issues. Worked with File Migration Team to coordinate shared drive migrations Closing project and finalizing up documentation for project completion. 		
Risks and Mitigation	<ul style="list-style-type: none"> This is a key component to the MS Migration. It is known that MS Migrations are snagged by the potentially difficult conversion of Access from older versions to Access 2003. 		
Planned for next period	<ul style="list-style-type: none"> Transition Project to SA3. 		

Project	Agency / ISA owner	Phase	Overall Status
MOSS 2007 Implementation	Enterprise / SA3	Initiation	Green
Business Initiative	Improve Infrastructure		
Description	Microsoft Office SharePoint Server 2007 combines the functionality of MS SharePoint 2003 and MS Content Management System (CMS) into a single product. This project will entail both upgrading the current CMS installation and deploying the SharePoint intranet portal through the enterprise.		
Planned for this period	<ul style="list-style-type: none"> Prepare for planning workshop. Continue work on project charter. 		
Accomplishments	<ul style="list-style-type: none"> Received SOWs for planning engagements for CMS upgrade and Sharepoint implementation portions of project. Held conference call with vendor on 2/7 to discuss planning engagement SOWs. Set tentative date for planning workshop of April 2-5, 2007. Added more detail to project charter. 		
Risks and Mitigation	<ul style="list-style-type: none"> This will be a very large scale, long-term project touching virtually all customer agencies. Need to ensure customer buy-in and participation. To mitigate this risk, the project will be phased in over time. Initial deployment of the CMS upgrade will be on some of the smaller web sites that ISA maintains. Initial deployment of the intranet portal will be for ISA and a pilot group of customers. 		
Planned for next period	<ul style="list-style-type: none"> Complete charter for project. Begin creating initial project plan and budget. Craft communications to pilot groups regarding benefits of this project. Hold web-ex sessions with ISA, DAEO, OFM and DMD/MPO to demonstrate the MOSS 2007 product features to groups selected to be involved in pilot phase of project. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

Project	Agency / ISA owner	Phase	Overall Status
MyNeighborhood Portal	DMD, Mayor's Office / GIS	Executing	Green
Business Initiative	Improve Customer Service thru 24x7 Access <ul style="list-style-type: none"> Accelerate Economic Development 		
Description	<p>This project involves the creation of a new public internet application entitled the MyNeighborhood Portal. 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"> Elected Officials Trash Collection Day Zoning, Flood Zone, and Land Use information. Crime Statistics School Choices including Charters Parks Libraries Police & Fire Facilities Post Offices Neighborhood Associations <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 is creating this application using a "portal" approach that will utilize a common framework to which additional functionality can be added piece by piece without re-deploying the entire application.</p> <p>This application is closely tied another report item, "GIS Web-Services Migration and Development" as all of the actual processes employed by MyNeighborhood are performed by these web-services.</p> <p>The MyNeighborhood Portal will be made available to the public at the beginning of March following an official announcement during the Mayor's State of the City Address on February 28th. Following this general release, additional datasets will be added as they become available.</p>		
Planned for this period	<ul style="list-style-type: none"> Place the first fully functional version into the City/County environment. Demonstrate full functionality to a wider audience of City/County Agencies. Continue to work with stakeholders to identify possible additional partners and data providers. 		
Accomplishments	<ul style="list-style-type: none"> Completed development work with the exception of the printing capability. Deployed the application into the City/County environment. Began testing. Began creation of documentation. Continued data work by finalizing additional layers and meeting with external agencies to form data-sharing agreements. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

Risks and Mitigation	<ul style="list-style-type: none"> • None.
Planned for next period	<ul style="list-style-type: none"> • Demonstrate full functionality to a wider audience of City/County Agencies. • Complete printing functionality. • Complete testing. • Continue documentation. • Continue to enhance the MyNeighborhood Portal by increasing the data layers available.

Project	Agency / ISA owner / PM	Phase	Overall Status
Outdoor Warning System	MECA / PMO	Planning	Green
Business Initiative	Improve Public Safety <ul style="list-style-type: none"> • Make the Region Safer & Healthier • Improve Operation Efficiencies • Improve Delivery of Services; More C/C Workers in the Field 		
Description	The Outdoor Warning System will replace the existing tornado/severe weather siren system which consists over 140 units throughout the county. The new system will use a more advanced broadband system utilizing the Public Safety 4.9 GHz band. This could help in the development of a county wide wireless network.		
Planned for this period	<ul style="list-style-type: none"> • No planned items. 		
Accomplishments	<ul style="list-style-type: none"> • No planned items. 		
Risks and Mitigation	<ul style="list-style-type: none"> • Contract negotiations might delay start time for vendor to begin siren replacement. 		
Planned for next period	<ul style="list-style-type: none"> • Contract negotiations. 		

Project	Agency / ISA owner	Phase	Overall Status
PC Refresh	ISA / PMO	Initiating	Green
Business Initiative	Improve Infrastructure <ul style="list-style-type: none"> • Improve Efficiencies, Customer Service & Quality 		
Description	Implement a leasing plan for all City/County desktop and laptop computers to insure a technology refresh for desktops on a 4-year cycle and laptops on a 3-year cycle. Estimated replacement of 1000 desktops and 250 – 300 laptops per year. Rollout is to begin in March, 2007.		
Planned for this period	<ul style="list-style-type: none"> • Select vendor to provide equipment lease. 		
Accomplishments	<ul style="list-style-type: none"> • Through the evaluation process, Dell was identified as the best vendor. • Developed initial estimate of replacement machines by Agency. 		
Risks and Mitigation	<ul style="list-style-type: none"> • Vendor willingness to negotiate. • Laptop and PC replacement identification process needs to be determined to prevent systems from being overlooked. Needs to accommodate new FTEs that need systems. 		
Planned for next period	<ul style="list-style-type: none"> • Begin development of a project charter. • Begin lease negotiations with Dell. • Determine specifications on desktops to insure compatibility with Vista. • Dell negotiations and Board approval. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

Project	Agency / ISA owner	Phase	Overall Status
RFID	Marion County Courts / PMO	Initiating	Green
Business Initiative	Improve Understanding of Constituent Interactions		
	<ul style="list-style-type: none"> • Make the Region Safer & Healthier • Improve Public Safety 		
Description	Marion County Courts desires to install and utilize Radio Frequency Identification (RFID) technology at the Juvenile facility. The technology will allow detainees, staff, and visitors to be monitored at all times within the facility. Also the installation of wiring for surveillance cameras and wireless networking.		
Planned for this period	<ul style="list-style-type: none"> • Gather technical requirements for wiring of facility. • Develop and submit SOW to Building Authority for wiring phase. • Receive RFID equipment • Assign new ISA project manager • Attend Project Status meeting 		
Accomplishments	<ul style="list-style-type: none"> • Actively engaged all parties to begin moving forward. • Attended project status meeting with Building Authority 		
Risks and Mitigation	<ul style="list-style-type: none"> • Potential risk elements include delays due to intensity of wiring. Certain types of wiring take longer, which could cause cracks in the desired timeframe. • In this phase of the project it is important to get good business requirements. At this time there is a superintendent named for the Juvenile Center but he has not started. His input will be important for implementation of the project. 		
Planned for next period	<ul style="list-style-type: none"> • Develop schedule for wiring phase of project. • Work with selected vendor to obtain task duration estimates for next phase of project. • Continue taking deliveries for RFID equipment. • Trip to Michigan facility to review how technology is used in detention setting (tentatively first week in February). 		

Project	Agency / ISA owner	Phase	Overall Status
Stoneware Installation – Web Events Calendar	Enterprise / PMO	Execution	Green
Business Initiative	Improve Delivery of Services; more C/C Workers in the Field		
Description	Stoneware/webNetwork is planned to replace the current Web Events Calendar functionality.		
Planned for this period	<ul style="list-style-type: none"> • One new requirement was identified that was not included in the original scope of the project (embedding one calendar inside another.) On discussion with the vendor, it appears possible that this remaining requirement may already be met in the developed functionality of the product. ISA to document the requirement and submit to the vendor for review. 		
Accomplishments	<ul style="list-style-type: none"> • No change in status. The vendor has completed requested work on this project. This functionality has been included in Enhancement Pack 1 of the webNetwork product. 		
Risks and Mitigation	<ul style="list-style-type: none"> • Need to ensure that the full functionality of the current web event calendaring application will be provided through the Stoneware project. 		
Planned for next period	<ul style="list-style-type: none"> • Review requirement regarding embedding one calendar inside 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

	<p>another with vendor to determine if product already supports this functionality.</p> <ul style="list-style-type: none"> The calendaring functionality will be included in the next webNetwork build. Implementation is expected in the 1st quarter of 2007 Meet with vendor to discuss implementation once the webNetwork Enhancement Pack is deployed in our environment.
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Project	Agency / ISA owner	Phase	Overall Status
Video Streaming – Public Meetings	Cable Communications - (Channel 16) / PMO	Executing	Green
Business Initiative	Improve Customer Service thru 24x7 Access		
Description	Through the use of video streaming, public meetings and programs that are broadcast on Channel 16 will be available via the Internet. Video will not only be streamed live, but Granicus (the vendor providing this solution) will archive up to a year of public meetings available for on-demand downloading.		
Planned for this period	<ul style="list-style-type: none"> Hold implementation kick-off call with Granicus. Complete installation of hardware and software. Configure and test system to provide the encoding of video signals to Granicus. Provide template to Granicus for website integration. 		
Accomplishments	<ul style="list-style-type: none"> Held kick-off call Installed 5 video encoder systems in the Channel 16 server room. Installed Media Vault system in the Data Center. Configured hardware and software to enable encoding. Tested remote access which allows Granicus to securely maintain the systems. Provided Indygov template to Granicus for integration with their website. 		
Risks and Mitigation	<ul style="list-style-type: none"> None at this time. 		
Planned for next period	<ul style="list-style-type: none"> Integrate Granicus with Indygov.org. Training session with Granicus on February 23rd. Go-live date set for February 26th. Start encoding City/County Council meetings from the beginning of the year. Insure documentation for hardware and software is completed. 		

Project	Agency / ISA owner/PM	Phase	Overall Status
WinACE	IMPD / PMO	Planning	Green
Business Initiative	Improve Operation Efficiencies		
	<ul style="list-style-type: none"> Improve Delivery of Services; More C/C Workers in the Field Improve Efficiencies, Customer Services, and Quality 		
Description	WinACE will replace two existing evidence inventory systems. Both systems are outdated and no longer supported. The project will include conversion of data from both systems and implementation of the WinAce software and necessary hardware.		
Planned for this period	<ul style="list-style-type: none"> Finalize technical requirements and infrastructure. Finalize and present contract to Board. Assign internal resources. 		
Accomplishments	<ul style="list-style-type: none"> None. 		



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

Risks and Mitigation	<ul style="list-style-type: none"> Current identified risk is finalizing business requirements and contract in time for the desired implementation timeline. IMPD desires implementation to take place by the end of March.
Planned for next period	<ul style="list-style-type: none"> Begin execution.

ISA Operations

ISA Operations – Service Area 1 & 2

For the month of January, NG SA2 is missing Email Response Rate, Severity 1, Severity 3, Severity 4, New User Account, Privilege Change, Disable User Account, Periodic Sample Satisfaction Survey, Speed to Answer, and Call Abandonment.

For the month of January, NG SA1 is missing Mainframe Production Sub-systems.

Matrix	January	YTD 2007	YTD 2006	Projected 2007	% of Projected
Calls to HD	11979	11979	4555	75912	15.8%
Tickets Opened	9088	9088	5299	N/A	N/A
Monthly IMAC #	1423	1423	N/A	10404	13.7%
Project IMAC #	0	5365	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 or walkup requests.



Information Technology Board

March 2007 ISA Report

Leading the way in enterprise-wide technology

Application Maintenance & Support - Service Area 3

D.A.I. met all SLR's for January '07

Tickets Opened - By Ticket Type



Access Problem	25	6.6%
Development Request	6	1.6%
Problem Request	54	14.2%
Service Request	295	77.6%
Total:	380	100.0%

Tickets Completed - By Ticket Type



Access Problem	23	6.9%
Problem Request	45	13.6%
Service Request	263	79.5%
Total:	331	100.0%

Hours Worked - By Ticket Type



Access Problem	17.25	0.4%
Development Request	1,763.75	44.2%
Problem Request	152.50	3.8%
Service Request	2,059.00	51.6%
Total:	3,992.50	100.0%