



# Information Technology Board

## July 24, 2007 Meeting Agenda

Leading the way in enterprise-wide technology

---

<b>Meeting Date:</b>	7/24/2007	<b>Meeting Time</b>	9:30-11:00 am
		<b>Location:</b>	CCB Room 260
<b>Chairman:</b>	Robert J. Clifford	<b>CIO:</b>	Shital Patel

---

### Minutes:

- Approval of June 26, 2007 Meeting Minutes

### Status Updates:

- ISA Report
- ISA Financial Report
- MBE/WBE Update
- Northrop Grumman Contract True Up

### Action Items:

- Approval of Fifth Amendment to the Contractual Agreement for Technology Services between Northrop Grumman Information Technology, Inc., and the Consolidated City of Indianapolis-Marion County Information Services Agency
- Approval of Master Agreement for Information Technology Services with Method Factory for MOSS 2007 Implementation Services

### Discussion Items:

- Enterprise Messaging
- JUSTIS.Net

### Adjourn:

The next scheduled IT Board meeting is on August 28, 2007 at 9:30 AM in CCB Room 260

### Attachment:

Contracts < \$100,000



# Information Technology Board

## June 26, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

<b>Meeting Date:</b>	06/26/07	<b>Building/Floor/Room:</b>	C/C, 2 <sup>nd</sup> floor, Room 260
<b>Meeting Time:</b>	9:30-11:00	<b>Chairman:</b>	Robert Clifford
<b>Meeting Purpose:</b>	Monthly Update/Status	<b>CIO:</b>	Shital Patel

### Information Technology Board Members Present:

<b>Robert Clifford</b>	City Controller	Chairperson
<b>Linda Enders</b>	Mayoral Appointee	Secretary
<b>Thomas Inui</b>	Mayoral Appointee	Voting Member
<b>Ron Meadows</b>	Marion County Sheriff Department	Proxy (Marion County Sheriff)
<b>Earl Morgan</b>	Department of Public Safety	Voting Member
<b>Michael Rodman</b>	Marion County Treasurer's Office	Voting Member
<b>Beth White</b>	Marion County Clerk	Voting Member
<b>Judge Barbara Collins</b>	Marion County Superior Court	Voting Member
<b>Shital Patel</b>	Chief Information Officer	CIO (non-voting)
<b>Kareem Howell</b>	Office of Corporation Counsel	Legal Counsel (non-voting)

**Staff Present:** Leveal Buels, Phil Brummit, John Chavez, Joe Campbell, Chuck Carufel, John DeCocq, Mike Darland, Beverly Dillon, Jim Effinger, Sean Fahey, Jeffrey Hayhow, Greg Hertenstein, Aaron Hood, Kareem Howell, Mark Jendzejec, Glenn Lawrence, Joe Lex, Jim Nelson, Kevin Ortell, Dan Pavey, Wayne Praeder, Rick Petrecca, Angi Roembke, Jeff Snodgrass, Ken, Sorenson, Amitav Thamba, Marv Thornsberry, Renee Washington, Amber Watkins, Chad White, Jim Ruddell, Carol Hoberty

**Visitors:** Frank Short and Susan Podshadley, Short Strategy Group; Tanya Haverstick, Arleen Acton and Ami Guilfooy, LoGO Indiana; Sam LeStourgen, IBM, Jon Kizer, Sean McCloskey, Dell

The June 26, 2007, Information Technology Board was called to order at 9:37.

### Approval of the May 22, 2007 IT Board Minutes

Ms. Linda Enders, Mayoral Appointee, made a motion to approve the March 27, 2007, IT Board Minutes. The motion was seconded by Judge Barbara Collins, Marion County Superior Court, and carried unanimously.



# Information Technology Board

## June 26, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

---

### **ISA Report and Status Updates**

Ms. Shital Patel, CIO, Information Services Agency (ISA), presented the ISA update including information on the June 4 Accela kick-off. A project manager has been procured for that initiative with a project charter and plan being developed. The Automated Vehicle Locator (AVL) project is going well. ISA is working with the vendor to make sure vehicles are tested. A Request for Proposal (RFP), coordinated with City Purchasing, will be out mid-July for the camera project. The Liberty Shield Grant funding challenge relates to the invoicing deadline prior to August 31. Ms. Patel continued with an update on the enterprise print assessment and working with purchasing on how to be creative in using resources along with Xerox to establish a base line for Total Cost of Ownership for all services. An assessment will be done in July and the agency will be looking at other vendors that provide the same kind of service. ISA will be making sure business requirements are identified and solutions available. The Justis.Net schedule has been revised with more participation on user acceptance testing (UAT). Change orders have been received that will impact the project timeline. A demonstration of the My Neighborhood portal will be presented today. The property system replacement project is going well. Several meetings have been held including an executive sponsor meeting to discuss the change order process making sure there is business justification for changes and funding available. These items need to be identified at sponsorship level. The team met to discuss the need to get requirements in a timely manner. Adjustments may need to be made to work with the Treasurer's Office to allow for getting property tax bills out. Northrop Grumman has been asked to provide a design study estimate for the Municipal Wireless Project as well as an estimate for City as a pilot for the mile square area. Total Cost of Ownership and options available need to be evaluated before a decision to move forward can be made. The final quote was received this morning. Ms. Patel stated that the initiative will be presented at the next IT Board Meeting.

### **Staffing Update**

Ms. Patel introduced new staff member, Mr. Aaron Hood, as the Chief Financial Officer for the ISA. Mr. Hood is a Certified Public Accountant and holds a B.S. in Accounting and an MBA. Mr. Hood recently was the Controller for a software company. Mr. Hood stated that he was excited about coming to work for ISA and the enterprise. Mr. Hood will be involved in the budget process, chargeback process review, and related financial areas for ISA. In Southwest Missouri, Mr. Hood also worked as the Controller for a rural electric cooperative. Mr. Hood stated that in the future he hopes to provide good customer service and review ways to increase revenues or reduce expenses for the enterprise as a whole.



# Information Technology Board

## June 26, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

---

### **Vendor Performance**

Ms. Patel stated Northrop Grumman missed two Service Levels which were impacted by one specific mainframe issue in which all applications were unavailable. The issue has been escalated to IBM for a Root Cause Analysis. Ms. Patel stated that Service Level has not been missed in over a year. DAI did not miss any service levels for the month.

Ms. Enders stated that the continual improvement process on the board report is appreciated and commented on the fantastic job done on the Microsoft Migration Project. Mr. Robert Clifford, City Controller, added that a year ago with a recent change in leadership ISA was involved with negotiating with NG on the contract and in the amount of progress with ISA, NG, and DAI is remarkable.

### **Information Services Agency Financial Report**

Ms. Beverly Dillon, Finance Manager, ISA, presented the ISA Financial Report. Ms. Dillon stated that the report is divided into 3 different areas. The first section reflects budget versus actual. The second section shows the revenue collected. The third section shows the contract comparison year to date.

### **Action Items**

#### **Resolution 07-13 to Authorize Contractual Agreement for Project Management Services**

Mr. Ken Sorenson, Chief Technology Officer, ISA presented the Resolution for the contract with Quest systems for a project manager. The selection process began with a Request for Quote (RFQ) which resulted in eight responses. From those, an initial selection of six candidates was interviewed based on their qualifications and company's proposal. Four candidates were brought back for second interviews with two receiving best and final offers. Based on best and final offer Carol Horne with Quest Information Systems, Inc. was chosen for a 1 year term contract, with an option for extension and not to exceed \$250,000. Ms. Patel added ISA wanted the project manger to tie into the actual Accela project plan for continuity. Mr. Clifford asked about the subcontractor status and WBE participation as well as an update on ISA's status of WBE's for the next IT Board meeting. Carol Horne is being hired as a subcontractor and qualifies as a WBE. Ms. Beth White, Marion County Clerk, asked who the other finalist was and Mr. Sorenson responded Crowe Chizek was the alternative selection. A motion was made by Mr. Tom Creasser, Chief Deputy Treasurer, to approve Resolution 07-13 to Authorize Contractual Agreement for Project Management Services. The motion was second by Ms. White and passed unanimously.



# Information Technology Board

## June 26, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

---

### Password Policy

Mr. Sorenson presented the Password Policy and stated that during the migration, password expiration was turned off. Passwords are needed for security as well as to provide a secure environment but not to create an undue burden on users. The Password Policy has been reviewed and approved by IT Team. The policy requires the user to reset the password every 90 days with notification 15 days prior to the expiration along with instructions on how to develop a password. The system will maintain a history of the last 24 passwords used. The end user will have to provide a unique password 24 times in a row. The account will lock out the user after 50 invalid login attempts. This makes it very difficult to use an automated tool to break into the system. Mr. Sorenson stated that tools may make 1,000 attempts in a matter of seconds. The policy will automatically re-enable the account after 15 minutes or the user may call the helpdesk to unlock the account. Mr. Sorenson discussed the complexity aspect to make sure users have at least 8 characters in the password with characters from three of 4 categories, upper case, lower case, a number, or special character.

Ms. Enders stated that the 50 invalid login attempts is very generous and asked if the reason is to encourage users to call the helpdesk. Mr. Sorenson replied that the concept is to establish a balance between individuals attempting to break in and allowing end user enough chances to get the password correct. Ms. Patel added that P-Synch is a password implementation tool that will allow end users to establish 5-8 questions to help get away from users calling the helpdesk. In a normal year the helpdesk receives approximately 25-27,000 calls for password resets. Mr. Creasser asked if P-Synch would be implemented at the same time as the Password Policy if so the situation will get worse before it gets better. Ms. Patel stated ISA wants to make sure the pilot for this policy is set and to identify the business requirements of tool prior to implementation in February or March of next year. Ms. Patel stated that the end users are very familiar with password reset. The major change would be the complexity issue and requiring a more secure password. Mr. Creasser stated that discussion at the IT Team revolved around users not being able to use words. Mr. Sorenson confirmed that due to the complexity rule that a word cannot be used since a number or special character is required. Mr. Clifford suggested ISA Business Relationship Managers provide tips to identified high maintenance end-users on how to remember passwords. Mr. Sorenson added that the implementation will be in phases to minimize calls to the helpdesk. Dr. Thomas Inui, Mayoral Appointee, stated that users are writing passwords down and asked what the best practice would be for the ordinary person that does not use all the technology all the time for maintaining passwords. The recommendation was made to include in the policy a statement directing users to not write down their password and posting it on their monitor or underneath their keyboard. Mr. Sorenson commented that best practice is to not write down passwords, but if a person is going to write down their password they



# Information Technology Board

## June 26, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

---

should do so on something they carry on their person. Ms. Enders stated that the 24 password cycle is rather stringent and suggested the number be lower to accommodate the memory cycle. Dr. Inui stated that he is in support of the policy but would suggest including things not to do. Ms. Patel offered ISA draft tips for the users. Dr. Inui made a motion to approve the Password Policy. The motion was second by Mr. Earl Morgan, Director of Public Safety, and passed unanimously.

### **Discussion Items**

#### **Asset Management Service Level Requirement (SLR) Changes**

Mr. John Chavez, Operations Manager, ISA presented the Asset Management presentation. Mr. Chavez stated the change does not require board approval. Mr. Chavez explained Performance Measurement which includes: monthly measurement, physical, random sampling at predetermined locations using bar code scanners; results will be reported quarterly; additional asset verification is possible through the Helpdesk as users call in; and thru the PC refresh program ISA/NG staff will have additional opportunity to verify asset information. Weighting Factors for credits and penalties will be assessed and evaluated independently.

Mr. Chavez discussed inclusions of one or multiple departments per audit, one or multiple locations per audit, all asset types, all data fields appropriate for an accurate asset, and physically verify 160 assets monthly. Exclusions included disposals prior to 2005, assets not on the network more than 30 days, user names (tracked but not included), hard drive information (tracked but not included), cameras, scanners PDA's (tracked but not included in SLR).

Ms. Patel added that the agency plans to generate reports for directors or agency designees. Mr. Clifford requested the physical inventory be coordinated with Mr. Bob Simmons of the Office of Finance and Management. Mr. Morgan questioned the coordination with the Office of Finance and Management inventory and asked if the 12% a year would provide enough to meet the OFM needs. Mr. Morgan stated that sufficient information is needed each month so that at year end it is all captured. Mr. Clifford added that the purpose of the physical inventory is for purchases not captured electronically and by Internal Audit recommendation. Mr. Ron Meadows, Marion County Sheriffs Department, asked for clarification on the weighting factor. The weight seems low especially, if the item is known compared to PDAs or scanners which are not known. Ms. Patel stated that a physical walk through was conducted in September, the reference is not to physical inventory. It is the data fields, not the tracking of the asset. The data fields have been broken down as to what is important and critical to the SLR. Mr. Meadows stated that he is not certain redefining the SLRs is fair to NG and would like NG to respond. Mr.



# Information Technology Board

## June 26, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

---

Jeffrey Hayhow, NG, stated that NG was involved in the discussion and identification of fields through Altiris.

Dr. Inui asked what the purpose of the weighting and the audit is. Dr. Inui commented that direction needs to be determined on where to direct help and be accountable to the public. Dr. Inui asked about assets not monitored through Altiris and if they were not vulnerable and under less rigorous control. Ms. Patel added that ISA will look at implementing what the enterprise wants to capture.

Mr. Clifford requested further discussion be postponed to the July IT Board meeting and requested staff address the board questions and concerns.

### My Neighborhood Portal

Mr. Chuck Carufel, GIS Manager, ISA presented the My Neighborhood Portal demonstration. Mr. Carufel discussed IndyGIS Goals, the initiative being built upon previous web-services work and that the portal will replace several aging legacy applications like the government profile and zoning browser. Mr. Carufel stated that the components are highly reusable, flexible, scalable, and securable. Mr. Clifford indicated staff had done a great job and added that the more information made available the better. Mr. Carufel concluded in requesting suggestions for information to be added be directed to him.

### Justis.Net Update

Ms. Amber Watkins, Project Manager, ISA and Mr. Marv Thornsberry, Program Manager, DAI were present for the Justis.Net Update.

Ms. Watkins discussion covered current status, upcoming for next period and project change management. Ms. Watkins stated that eleven changes have been requested with the first being the Lexus/Nexus enhancement that will result in a 13-day delay which was approved by the courts. Additional delays would move the go live date back from January to February. Judge Collins stated change request number 10 benefits many agencies. Mr. Clifford discussed new items coming online now and the schedule to go live. Mr. Clifford stated that preference is to start making changes to Justis.net rather than legacy Justis. Moving forward and sticking to the plan is imperative. Judge Collins added consideration is being taken at what changes can be in done in parallel or tandem rather than those that have to be done in a linear fashion. Ms. White asked what role the protective order registry has in the delay. Mr. Amitav Thamba stated the protective order registry is not a change request and will not impact the project delay. Ms. White continued that she is on the Steering Committee for JTAC and agrees with Mr. Clifford on not moving back the implementation date because something else is coming down the pipe even through the ticket pilot sounds great. The Clerk's



# Information Technology Board

## June 26, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

---

Office will participate in User Acceptance Testing and be as cooperative as possible, as an end user they are anxious to move forward. Mr. Amitav Thamba, Marion County Superior Courts, stated the interest is to prevent the City from losing an opportunity for funding and stated options are being considered in lieu of the 800 hours.

Dr. Inui reviewed the history of the projected June 2007 Go-Live date to allow adequate time for changes that might occur. Now another delay has been requested moving the Go-Live date back another 7 or 8 months and added his reluctance to do so. Judge Collins stated that this is the first time a plan complete with dates has been available. Ms. Patel stated she disagreed and a plan has been in place. Mr. Marv Thornsberry responded that the original plan was for the system to be open architecture; however, DAI has not been able to move Justis. Dr. Inui stated that all effort in enhancements in the new environment should be the goal. Ms. White asked if the new implementation date requires Board action. Ms. Patel stated a decision on change orders presented today is preferred. Mr. Meadows commented that sufficient information has not been provided on the Lexis/Nexus system to evaluate if the 13 day delay is worth the delay and the Board should not approve or disapprove that request at this time. Ms. Enders commented that the Board does have the authority but should not misuse that authority and should rely on ISA and NG for evaluation. Ms. Patel asked for Board input on wanting to be given this type of information for discussion. Ms. Enders asked if the enhancements are not implemented would the Justice system be put in legal binds. Ms. White asked why the changes can not be made after the Go-Live; and if going forward with the changes would result in revenue generated now rather than January. Mr. Thamba confirmed the change would result in the generation of revenue now. Mr. Clifford requested the Board wait and work on this together and added he did not want to move forward with the requested changes and delay the Go-Live date. Ms. White, Dr. Inui and Ms. Enders also did not want to okay changes. Judge Barbara Collins abstained.

### Other Business

Mr. Michael Rodman, Treasurer requested Mr. Mike Darland, Project Leader, come up front. Mr. Rodman stated that in a normally property tax assessment year time is needed to check accuracy and make corrections under an antiquated system. Corrections require programming. This year has been a year of crisis. Normal problem have been identified. Mr. Rodman wanted to take the opportunity to commend Mr. Darland for his professional work above and beyond including nights, worked weekends, and was available to staff working with antiquated property system and new people in the Auditor's Office. In addition to Mr. Darland's strong work ethic, he is very even tempered. Mr. Thornsberry added that Mr. Kenny Shock, NG, should be acknowledged as well.



# Information Technology Board June 26, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

---

The June 26, 2007 IT Board adjourned at 11:30.

The next Information Technology Board Meeting is scheduled for July 24, 2007 at 9:30 in Room 260.



# Information Technology Board July 2007 ISA Report Summary

Leading the way in enterprise-wide technology

## ISA Project Status

Status Key	
<b>Blue</b>	Project has been completed. This is the last time it will appear on this report.
<b>Red</b>	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.
<b>Yellow</b>	The project is experiencing minor delays or minor cost over-runs or the project has encountered problems which put it at risk of either going over-budget or missing deadlines. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget
<b>Green</b>	Project is on time and on budget with no delays or budget issues anticipated.
<b>Black</b>	This project has been placed on long term hold, terminated early, or retired

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

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



# Information Technology Board July 2007 ISA Report Summary

Leading the way in enterprise-wide technology

<b>ISA Project Summary</b>			
<b>Project</b>	<b>Business Initiative</b>	<b>Overall Status</b>	<b>Phase</b>
PC Refresh	Improve Infrastructure	Blue	Initiating
Accela Automation	Improve Operation Efficiencies	Green	Initiating
Automated Vehicle Locator (AVL)	Improve Operation Efficiencies	Green	Executing
Document Management	Increase Transparency	Green	Planning
Enterprise Print Assessment	Improve Operation Efficiencies	Green	Planning
Enterprise Messaging	Improve Operation Efficiencies	Green	Initiating
FileNet Upgrade	Improve Efficiencies, Customer Service & Quality	Green	Initiating
IFD/ Warren Township Fire Merger	Improve Public Safety	Green	Executing
Justis.NET	Improve our Understanding of Constituent Interactions	Green	Executing
MOSS 2007 Implementation	Improve Delivery of Services	Green	Initiating
MyNeighborhood Portal	Improve Customer Service thru 24x7 Access	Green	Executing
Neighborhood Cameras	Improve Public Safety	Green	Initiating
Outdoor Warning System	Improve Public Safety	Green	Planning
Portable Camera / Liberty Shield/ Buffer Zone	Improve Public Safety	Green	Executing
Property System Replacement	Improve Operation Efficiencies	Green	Planning
RFID	Improve our Understanding of Constituent Interactions	Green	Executing
Wireless	Improve Delivery of Services	Green	Initiating



# Information Technology Board

## July 2007 ISA Report Summary

Leading the way in enterprise-wide technology



### Completed Projects

**PC Refresh:** – The process and procedures have been identified and documented for this project. Three Hundred PCs and Laptops have been replaced as part of this project. The status of this project shall be changed to an operational activity going forward.

### On-Going Projects

**Accela Automation:** The team continues to work through the initial planning requirements, and has started the end user project orientation sessions. In the next month, the project charter and baseline schedule will be completed, and analysis of the case types and business processes shall continue.

**Automated Vehicle Locator:** The AVL project is on schedule with the installations of the devices complete for Solid Waste, Streets, Water, and Traffic. The drop-down options for the interface for each department have been completed, and work will begin soon on the interface with Hansen.

**Camera Projects:** This initiative is broken out into three separate projects.

*Neighborhood Cameras:* Work continues on the RFP that will be sent out for installation, maintenance, and support of the next phase of the camera rollout. There is also testing that will be done in the next month involving the Alvarion radio and the Federal Signal wireless infrastructure.

*Liberty Shield:* Clawson completed the work at the State and RMS will begin the camera and antenna alignment later in the month. Fifteen cameras are on line, and the video quality issues are still being addressed with the vendor.

*Buffer Zone:* Work continues on monitoring room at the EOC as they mount the displays. The 12

Hybrid cameras will exist as flexible/portable cameras for emergency situations or events. The RFP for the neighborhood cameras will have an option for the installation of these cameras.

**Justis.Net:** The project schedule for Justis.Net has been revised. Crowe has completed the development efforts for the security and printing modules. In the next month, the DAI and LoGO development is expected to be complete, and the user acceptance testing will begin.

**MyNeighborhood Portal:** Two minor updates to resolve known issues have been implemented to improve performance of the application. The GIS team continues to work with various groups to demonstrate the functionality of the application.

**Property System Replacement:** The test system has been loaded with the current version of PVDNet and a test database. Two issues are currently being mitigated:

1) Tax bills and notices were created in the legacy application and delivered the week of July 2<sup>nd</sup>. This caused various entities to become extremely busy responding to the public. The System Overview and Gap Analysis meetings were scheduled to begin the week of July 9. ISA has rescheduled the meetings to begin the week of July 23<sup>rd</sup>.

2) There has been discussion amongst the parties regarding how the data conversion should be accomplished. A new data conversion process has been agreed too and a change request is being proposed. We will be closely monitoring both the Gap Analysis and Data Conversion tasks.

**Municipal Wireless:** ISA has received a proposal from Northrop Grumman to do a feasibility study and potentially a pilot of a municipal wireless initiative. The study would evaluate the costs and benefits of implementing five different applications via wireless to see if there are potential cost savings and benefits to this technology. The pilot would be implementation of a particular application via wireless in a limited area (i.e. downtown square mile).



# Information Technology Board

## July 2007 ISA Report Summary

Leading the way in enterprise-wide technology



### ISA Operational Update

**Northrop Grumman True Up:** ISA and Northrop Grumman are in the process of finishing Amendment 5 that accounts for increases and decreases in the volume of work and assets that occur throughout the year.

**Storage Assessment:** In order to better utilize our resources with respect to storage, we are engaging (at no cost) Dell to perform a storage assessment. Dell will assess the current capacity, how it is allocated, the type of information stored and the cost of storage. When this information is assessed and needs of current projects are captured, a storage strategy will be developed to maximize the utilization of our storage for the future.

**Standards & Policies:** ISA continues to work with the IT Team and its representatives to drive forward the standards and policy committees. The teams will be using SharePoint to collaborate on the documents. A training session was held on July 17<sup>th</sup> for the team.

**Telephone Volume:** The City/County experienced a high volume of calls into the 327 network for the tax bill notices. The network saw a six-fold increase in the normal volume, but the data traffic was not affected. The symptoms were that staff received a fast busy when they tried to dial out. Traffic Reports were provided by Time Warner that showed times when the call volume was high and people were getting busies. ISA believe that the surge in volume resulted because the increased tax bill notices were sent out to customers.

**Virtualization:** Presently we have about 100 servers that on average run at 7% utilization of their CPU. With virtualization software (VMware), we hope to reduce the number of servers to a more

manageable level and thereby reduce the expenses associated with running them, including power and cooling requirements. Many of these servers need to be replaced, since they are out of warranty. Some will be replaced in the next year. Consolidation will reduce the overall expenditure for the physical hardware.

**Jolly Grillin' & Chillin':** The 2<sup>nd</sup> Annual ISA-NG-DAI Company Picnic occurred on July 14<sup>th</sup> at Broad Ripple Park and was well attended by the employees and families. It was a great opportunity to enjoy some good food, fun and fellowship with activities for all ages. The most popular event was the Dunk Tank, in which your favorite manager, spouse, etc made a big splash for a worthy cause. We are excited to report that we collected over \$800 for the Children's Guardian Home.



### Vendor Performance

**Northrop Grumman:** The number of calls into the helpdesk during the month of June is comparable to the past year. NG completed 797 IMACs for the month of June in addition to the PC Refresh. Two SLRs were missed including:

- SLR # 1 Mainframe Production System Availability
- SLR #26 Severity-1: Urgent Resolution

One incident again caused both SLRs to be missed. After a software upgrade, an automated process that clears log files failed to perform as expected. This caused a log file to fill up and cause the JUSTIS application to be unavailable for approximately 3.5 hours during the early morning hours of June 26<sup>th</sup>. Since this was a severity 1, the one-hour resolution time was not met. The automated process has since been fully tested and is functioning as expected.

**DAI:** DAI achieved all SLRs for the month of May. DAI continues to focus on the JUSTIS.Net and Property Projects along with the projects under 160 hours. They have been assisting ISA in improving the process of evaluating and estimating new project requests coming into ISA.



# Information Technology Board

Leading the way in enterprise-wide technology

## Financial Report

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

Budget Comparison – June 2006 vs June 2007

<i>Characters</i>	<b>Budget 2007</b>	<b>YTD June 2007</b>	<b>% Used</b>	<b>Budget 2006</b>	<b>YTD June 2006</b>	<b>% Used</b>
<b>TOTAL</b>	<b>\$35,993,846</b>	<b>\$17,015,313</b>	47.3%	<b>\$36,960,743</b>	<b>\$17,768,098</b>	48.1%
Char 1 - Personnel & Fringes	\$2,978,373	\$1,284,712	43.1%	\$2,942,426	\$1,305,625	44.4%
Char 2 - Supplies	\$36,273	\$8,439	23.3%	\$77,536	\$31,329	40.4%
Char 3 - Contractual Services	\$32,898,270	\$15,695,281	47.7%	\$33,826,865	\$16,361,810	48.4%
Char 4 - Capital & Equipment	\$80,930	\$26,881	33.2%	\$113,916	\$69,334	60.9%

ISA expenditures as of June 2007 totals \$17 million or 47%. This includes payments to Northrop Grumman and DAI year to date. The 2007 budget includes \$6.3 million in prior year purchase orders. The 2007 YTD expense for character 3 includes \$3.7 million carried over from 2006.

### 2007 June Year to Date Revenue

	<b>2007 Total Projected</b>	<b>YTD 2007</b>	<b>% Collected</b>
<b>TOTAL REVENUE</b>	<b>\$28,445,199</b>	<b>\$14,360,935</b>	<b>50.5%</b>
<b>Chargeback/Pass Through</b>			
City	\$13,673,810	\$7,311,773	53.5%
County	\$12,792,814	\$5,727,698	44.8%
Other (Outside Agencies)	\$200,745	\$115,779	57.7%
<b>Telephones</b>			
City	\$794,472	\$720,218	90.7%
County	\$626,410	\$369,573	59.0%
Other (Outside Agencies)	\$106,948	\$115,885	108.4%
IMAGIS	\$0	\$0	---
Misc Revenue	\$250,000	\$9	0.0%

ISA has collected \$14 million dollars or 50.5% of our projected revenue for YTD June 2007, which includes payments received for the 4<sup>th</sup> quarter 2006 billings.

The projected revenue does not include \$1 million to be billed for the remaining balance of the IPD Camera Project and the Fusion Center.



# Information Technology Board

Leading the way in enterprise-wide technology

## June 06 vs. June 07 Contract Comparison

(In Thousands) Actual Cost	YTD** Jun-06	YTD Jun-07	Variance
<b>TOTAL</b>	<b>\$5,864</b>	<b>\$5,047</b>	<b>-\$817</b>
SV1 & SV2	\$4,305	\$3,462	-\$843
SV3*	\$1,559	\$1,585	\$26

Includes SLR credit  
(Jan&Apr 06)\*\* \$34,600

Jan 07-Jun 07 includes  
Amendment \$750,000  
4 Credit

\*SV3 includes Justis  
System



# City of Indianapolis/Marion County

## IT Board

## Enterprise Messaging Project

## Update

## ISA Presentation

July 24, 2007



# Project Update



- ❑ Courts and Sheriff came forward with needs
  - ❑ All Departments and Agencies were surveyed to determine other needs
  - ❑ All Courts, Sheriff, and survey data was put into an RFS
  - ❑ Three vendor proposals were received
  - ❑ Evaluation team reviewed proposals and narrowed the selection down to two vendors
  - ❑ Both vendors have given demos / technical reviews to the evaluation team and advisory members
  - ❑ Evaluation team has identified a solution and is finalizing the vendor selection process
  - ❑ Desire to begin contract negotiations within the upcoming period
-



# Some Needs to be Addressed with Enterprise Messaging



- ❑ **MCSO needs to replace two systems (MSCD and IMPD systems)**
  - Systems have limited functionality
  - Systems are outdated and failing
  - Support is difficult and limited
- ❑ **MECA CAD system would remain in use and would fully integrate with a new EM system**
- ❑ **New system would provide advanced features and functionality**
- ❑ **New system would provide long-term support and maintenance**





# Some Needs to be Addressed with EM Continued



- ❑ **Currently Courts staff place emails and phone calls throughout the courts system to locate individuals**
- ❑ **New system would provide paging and texting functionality for all attorneys and staff**
- ❑ **Current PA situation allows for audio announcements in certain waiting areas**
- ❑ **New system would provide visual and audio announcements to all waiting areas and would allow courts staff to broadcast different messages to different areas and multiple messages to the same areas**





# Some Features of Enterprise Messaging



- ❑ Click of a mouse to send customized or pre-loaded messages to multiple devices (pagers, cell phones, desk phones, Blackberries, PCs, PA, TVs, LED and LCD displays)
  - ❑ Advanced features such as page forwarding, delayed paging, voicemail, message archiving, and flexible enough to accommodate multiple paging providers and equipment manufacturers
  - ❑ Integration with current network, eliminate paging terminals for less expensive transmitters
  - ❑ Works across multiple platforms (Windows 95, 98, NT, and XP)
- 





# Some Features of Enterprise Messaging Continued



- ❑ Flexible authorization and security levels
- ❑ Quality reporting, send, receive, and response data captured
- ❑ Americans with Disabilities Act (ADA) and HIPAA compliant
- ❑ Relay messages for emergency alerts, greetings, disaster instructions, bilingual information, and more
- ❑ Deliver messages to specific and multiple areas within the building
- ❑ User-friendly desktop interface
- ❑ Text-to-speech and English and Spanish capabilities





**City of Indianapolis/Marion County**  
**IT Board**  
**JUSTIS.net Project Update**  
**ISA Presentation**

July 24, 2007



# Current Status

## □ DAI Development

- 71% complete
- Completed Transactions, Printing, and Civicnet Integration
- Currently working on Job Control Language (JCL), Converting Reports, and Power User Data Queries

## □ LoGO Indiana Development

- 34% complete
  - Near completion of the Traffic Ticket Payment application (82%)
  - Currently working on Court application (Summons and Tax Warrants), Limited Criminal History application, and Marriage application
- 





# Current Status Continued

- ❑ **Crowe Printing and Security**
    - Printing is 100% complete
    - Security is 100% complete
  - ❑ **Security Profiles**
    - 53% complete
    - Completed ISA review
    - Currently working on notification to other Departments
  - ❑ **LoadRunner**
    - 52% complete
    - Continuing to test and plan for load testing to take place upon completion of UAT
  - ❑ **UAT**
    - 39% complete
    - Currently holding Departmental workshops to develop test scripts for UAT
-



# Upcoming for Next Period

- ❑ **DAI Development**
  - Continue development tasks—current completion date is 8/31/07
- ❑ **LoGO Development**
  - Continue development tasks—current completion date is 8/23/07
- ❑ **Security Profiles**
  - Present new profiles to Departments
- ❑ **Load Testing**
  - Continue load test planning
  - Continue script development and testing
  - Conduct load testing at completion of UAT—November 19<sup>th</sup>
- ❑ **UAT (User Acceptance Testing)**
  - 3 iterations of UAT – first iteration begins 8/20/07
  - UAT complete 11/16/07 with acceptance and sign-off



# Issues, Concerns, Etc.

## □ Concern surrounding legacy JUSTIS production support

- Desired support hours are around 1 FTE
- Allows for adequate resources to work on JUSTIS.net
- Past few months support hours have climbed and averaged around 3 FTEs
- Currently, DAI / ISA are analyzing and researching the situation to determine what is causing the increase in production support hours
- Once definitive information is reached, we can begin addressing the issue and determine the impact



Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or chargeback	MBE/WB E	Notes
1/31/2007	ISA	Centrex Renewal	SBC Global	\$11,171.69	\$11,171.69	ISA	No	
2/6/2007	ISA	Circuit addition to Community Corrections	SBC Global	\$600.00	\$600.00	ISA Chargeback	No	
2/9/2007	ISA	Rental of space for antenna on the Chase Tower	Omnit-tek	\$9,864.00	\$9,864.00	ISA	No	
3/20/2007	ISA	Management Consulting	Premis Consulting	\$88,493.00	\$88,493.00	ISA	No	
5/15/2007	ISA	Cable Circuit - 7403 E. 30th Street	Comcast	\$1,799.40	\$5,398.20	ISA	No	Warren Twnshp Fire IFD merger
5/15/2007	ISA	Cable Circuit - 10601 E. 30th Street	Comcast	\$1,799.40	\$5,398.20	ISA	No	Warren Twnshp Fire IFD merger
5/15/2007	ISA	Cable Circuit - 7345 E. 30th Street	Comcast	\$1,799.40	\$5,398.20	ISA	No	Warren Twnshp Fire IFD merger
5/15/2007	ISA	Cable Circuit - 7604 E. 10th Street	Comcast	\$1,799.40	\$5,398.20	ISA	No	Warren Twnshp Fire IFD merger
5/15/2007	ISA	Cable Circuit - 1302 S. Franklin Road	Comcast	\$1,799.40	\$5,398.20	ISA	No	Warren Twnshp Fire IFD merger
5/15/2007	ISA	Cable Circuit - 10750 E. 10th Street	Comcast	\$1,799.40	\$5,398.20	ISA	No	Warren Twnshp Fire IFD merger
5/17/2007	ISA	GDT - IMAGIS data sharing agreement	Geographic Data Technology, Inc	\$0.00	\$0.00	ISA	No	no charge data exchange agreement
7/19/2007	ISA	IMAGIS Service Agreement	IMAGIS	\$0.00	\$0.00	ISA	No	ISA is a Participant