



Information Technology Board

August 28, 2007 Meeting Agenda

Leading the way in enterprise-wide technology

Meeting Date:	8/28/2007	Meeting Time	9:30-11:00 am
		Location:	CCB Room 260
Chairman:	Robert J. Clifford	CIO:	Shital Patel

Minutes:

- Approval of July 24, 2007 Meeting Minutes

Status Updates:

- ISA Report
- ISA Financial Report

Action Items:

- Time Warner Telecom
- 2008 Budget Presentation
- Internet Acceptable Use Policy

Discussion Items:

- JUSTIS.Net
- Property System
- Technology Update

Adjourn:

The next scheduled IT Board meeting is on September 25, 2007 at 9:30 AM in CCB Room 260

Attachment:

Contracts < \$100,000



Information Technology Board July 24, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

Meeting Date:	07/24/07	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
Ron Meadows	Marion County Sheriff Department	Proxy (Marion County Sheriff)
Earl Morgan	Department of Public Safety	Voting Member
Thomas Creasser	Marion County Treasurer's Office – Proxy	Voting Member
Beth White	Marion County Clerk	Voting Member
Greg Bowes	Marion County Assessor	Voting Member
Shital Patel	Chief Information Officer	CIO (non-voting)
Kareem Howell	Office of Corporation Counsel	Legal Counsel (non-voting)

Staff Present: Phil Brummit, Leveal Buels, Joe Campbell, Chuck Carufel, John Chavez, John DeCocq, Beverly Dillon, Jim Effinger, Aaron Hood, Jeff Hayhow, Greg Hertenstein, Carol Horne, Will Johnson, Carol Hoberty, Kevin Ortell, Rick Petrecca, Wayne Praeder, Joe Lex, Mark Simmermon, Jeff Snodgrass, Ken Sorenson, Mark Jendzejec, Jim Ruddell, Amatav Thamba, Marv Thornsberry, Renee Washington, Amber Watkins, Chad White, Layne Young, Dan Pavey

Visitors: Rod Rudd, Netwise Resources, Frank Short, SSG, Inc.; Sam LeStourgen, IBM; Arleen Acton and Ami Guilfooy, LoGO Indiana; Sean Fahey, Quest Information Systems, Inc

The July 24, 2007, Information Technology Board was called to order at 9:34.

Approval of the June 26, 2007 IT Board Minutes

Director Meadows, Marion County Sheriff's Department, made a motion to approve the June 26, 2007, IT Board Minutes. The motion was seconded by Ms. Beth White, Marion County Clerk, and carried unanimously.

ISA Report and Status Updates

Ms. Shital Patel, CIO, Information Services, presented the ISA update including discussion on the PC Refresh project. The status of this project shall be changed to an operational activity going forward. The Accela Automation team continues to work through the project



Information Technology Board

July 24, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

charter process. The neighborhood cameras RFP will be sent out for installation, maintenance, and support of the next phase of the camera rollout. New portals were added to the MyNeighborhood project to add functionality. The Capital Improvement Program for DPW was added. The property system replacement is going well although challenged with a couple of delays related to the tax bills.

ISA Operational Update

Ms. Patel stated that ISA and Northrop Grumman have finished crafting Amendment 5 that accounts for increases and decreases in the volume of work and assets that occur throughout the year. ISA is working with Dell to perform (at no cost) a storage assessment to consider methods to reduce costs and improve efficiencies. ISA has been working with the IT Team on Standards and Policies with the goal of having a policy to bring before the IT Board in August. Presently the enterprise has 100 production servers that average 7% utilization of their CPU. Many of the servers need to be replaced. Virtualization will reduce the overall expenditure for the physical hardware. ISA held the second annual picnic with a great turnout and \$850 raised for the Guardian Home.

Vendor Performance

Ms. Patel stated that Northrop Grumman missed two service levels which were also missed last month. A process will be in place in the future to prevent the same. DAI met all service levels.

Information Services Agency Financial Report

Mr. Aaron Hood, Chief Financial Officer, ISA, presented the ISA Financial Report and stated that expenses for year-to-date through June were 17 million or 47.3% of the budget. Revenue collected year-to-date is at 50.5% based on total budget. Contractual services utilized by ISA is better off this year through June than last year at this time with a variance of \$817,000 year-to-date.

Ms. Beth White, Marion County Clerk, asked a process question regarding ISA's budget and Board action. Mr. Robert Clifford, City Controller, stated that the Board will review the ISA budget prior to presentation and added that there are major issues with the reassessment which will result in the full levee coming in 2008. The delayed billing will cause cash flow problems and numbers presented in the ISA budget may not end up in final budget. Mr. Thomas Creasser, Chief Deputy Treasurer, asked if part of the revenue source is effected by the property tax. Mr. Clifford explained that the budget for ISA comes from other City County agencies of which many may be subject to property taxes coming in.

MBE/WBE Status

Mr. Aaron Hood presented an update on the Minority and Women-Owned Business Enterprise Program including the purpose and definition. ISA is committed to utilizing MBE/WBE's when applicable, as well as partnering with major vendors to accomplish this. Mr. Hood recognized the major vendors for their efforts and commended them on a tremendous job.



Information Technology Board

July 24, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

Mr. Clifford asked in reference to the PowerPoint presentation what pass thru dollars are. Ms. Patel stated the pass thru revenue is related to equipment, hardware, and other standard commitments that "pass thru" ISA from other departments and/or agencies. The remaining dollars are those that are actually available to bid out. Director Meadows requested the materials be provided electronically and commented that the total percentage is good. Mr. Earl Morgan, Director of Public Safety, requested a list of the vendors utilized to achieve the total.

Action Items

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

Mr. Aaron Hood narrated a PowerPoint presentation including the introduction to the Fifth Amendment with NG and stated if passed, the amendment would move the contract end date to December 31, 2009 from October of the same year. The main purpose of the Amendment is to reconcile actual service volumes against service volumes identified in Schedule C. It allows for compensation or credits to the appropriate party for increased/decreased volumes in arrears. This is known as a "true-up" process. Ms. Patel stated that the enterprise had added servers, customers, and IMACs (Install, Move, Add, Change). ISA and NG will be monitoring on a monthly basis and have numbers available to discuss in detail. Once the numbers have been confirmed Northrop Grumman will submit an invoice for services provided this year. The process will be on-going and potentially could work in ISA's favor should the numbers decrease. Ms. Patel commented that as a result of the Microsoft Migration users were identified that might not have actually been on Active Directory - resulting in a head count change. Additional laptops and desktops were identified through the inventory process. Director Meadows explained that with the consolidation and staff shift devices that were once shared with 'x' number of employees may now be assigned to a single staff member. As employees are reassigned they may now need workstations that previously were shared. Ms. Patel stated ISA will work through the changes. Ms. Patel also discussed relocations such as DMD and DPW that have an established deadline. A situation may occur in which the agency is not willing to pay for additional resources or overtime to remove laptops or PCs. The vendor will not be hit against the service levels and may have to bring in additional resources because the request is over 10% of the total projected volumes. Mr. Clifford requested a summary of where additional laptops and users identified are in order to allocate expenditures in future budgets.

Mr. Hood explained the reconciliation will happen at least yearly, and more often if the parties agree. The Amendment states payment/credit for the year will be made no later than the 1st quarter of the following year (for example, the 2007 true-up will be paid or credited no later than March 2008). The reconciliation would also occur if there was a termination. The add/delete pricing rates are also spelled out in the Amendment, as well as a placeholder for years 6, 7, and 8 pricing. The Amendment also states that the Initiative process, as provided



Information Technology Board

July 24, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

for by Article 8 of the Agreement, will be triggered for large increases or decreases in volume of work. Finally, the Amendment provides a Definitions section to provide a consistent and known way to identify add/delete volumes and all parties are on the same page. Mr. Hood also stated that both ISA and NG management have agreed to the Amendment, as well as corporate counsel of both ISA and NG.

Mr. Hood concluded the presentation. Director Meadows requested the presentation be provided electronically. Mr. Kareem Howell, legal counsel, added the materials had been reviewed and met approval after minor changes. Mr. Praeder, Program Manager, Northrop Grumman, stated that Northrop Grumman appreciates the opportunity to be involved in work with ISA to craft this amendment to be able to be fair to all the parties and to be able to reflect positive and negative changes with the levels of work that have occurred and NG is very supportive of this process.

Mr. Earl Morgan moved to approve the amendment. The motion was seconded by Ms. White and carried unanimously.

Master Agreement for Information Technology Services with MethodFactory for Microsoft Office Sharepoint Server (MOSS) 2007 Implementation Services

Mr. Petrecca presented the Microsoft Office Sharepoint Server 2007 background as shown on the PowerPoint presentation. Ms. Patel added that the project has been planned for approximately eighteen months or so but was delayed due to new product availability. Mr. Petrecca continued that ISA worked with MethodFactory for a phased implementation of the new MOSS 2007 product with fixed cost proposals for each phase. Previous analysis work by MethodFactory was incorporated. Ms. Patel added ISA wanted to present the full implementation to the Board from beginning to end rather than phase by phase. Mr. Morgan asked specific to this contract what kind of WBE/MBE participation does the vendor have. Mr. Petrecca stated the company is small with 4 or 5 people and only a couple individuals would be working on this contract. Director Meadows stated that as he understood the process a vendor still has to submit WBE/MBE documentation no matter how big the operation and asked if the vendor went through the purchasing division. Mr. Howell explained he is not aware of the specific policy in 2002 when the services were initially competed. ISA has had a relationship with the vendor for several years and has not gone through the competitive process recently. Ms. White stated that the vendor was procured in 2002 and asked what best advice on another competitive process would be. Mr. Howell advised in this case the work already done will be used for implementation and in looking at a cost analysis, from a business sense it is cost effective to maintain the vendor. Should a new vendor come in extensive cost could be required. Mr. Howell's recommendation was to advise ISA to compete out contracts as they expire.

Mr. Petrecca concluded that the vendor has been working for sometime on this particular project and upgrade analysis, determining the needs of the enterprise and has put together a very good detailed project plan. The vendor has extensive knowledge about the enterprise and current situation that any other vendor would have to spend considerable time working



Information Technology Board

July 24, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

with the agency and enterprise to gain. Mr. Petrecca stated that it would be fiscally prudent to keep this vendor. Mr. Clifford commented effort should be made in bidding out expired contracts rather than renewing them because a relationship exists. That is not providing alternatives consistent with the goals of City County Council. Mr. Clifford stated he is impressed with ISA's MBE/WBE participation as presented by Mr. Hood and request that as a minimum given a contract like this part of it be outsourced to bring in minority business. Ms. White stated that the process is complicated to talk about using local vendors but her preference is to use local vendors especially when most cost effective. . Agencies should consider local presence especially in the current climate. Mr. Bowes, Marion County Assessor, made a motion to approve the MOSS 2007 Implementation Services. The motion was seconded by Director Meadows and passed unanimously.

Discussion Items

Enterprise Messaging

Ms. Amber Watkins, PM, ISA presented the Enterprise Messaging project that ISA is currently engaged in. Ms. Watkins explained the Courts and Sheriff came forward with messaging needs. All departments and agencies were surveyed to determine additional needs. An RFS was submitted with three vendor proposals received. Through an evaluation team the proposals were reviewed and narrowed down to two. Ms. Watkins discussed needs to be addressed and features of Enterprise Messaging as included in the PowerPoint presentation.

Ms. Watkins requested Board approval to move forward with contract negotiations.

Director Meadows read the following statement from Judge Collins:

“Since 2005, the Court has been interested in installing an all-purpose communication software suite designed for everyday and emergency / security communication messages. We have wanted to provide real time communication to public communication devices such as public address systems and visual displays as well as private communication devices such as telephones, pagers and email”.

“We have waited and worked alongside the Sheriff’s Department, DPW and ISA and other agencies to review all available systems, and to recommend getting a messaging and communication system that is modular and scalable and that can grow as needs change”.

“The Court believes that we have found a communication system from MessageNet Systems that will not only be very cost-effective for us to use, but can be used by the Sheriff’s Department, the Department of Public Safety and other City-County agencies as well”.



Information Technology Board

July 24, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

“The enhanced system will allow a message to be delivered audibly, visually, or both audibly and visually at the same time. It can direct a message to selected areas or to all areas simultaneously”.

“From a Public Safety angle within our Court Rooms, the system can be integrated into the multiple Public Address (PA) systems to produce an unified system that meets the needs of the hearing and sight-enabled as well as the hearing and sight impaired”.

“The Court feels that this technology will make us more cost-effective and efficient in allowing us to simultaneously provide detailed information at multiple locations for general announcements, public information, emergency notification and instruction, court session announcements, synchronized time and much more”.

“It will allow us to deliver Emergency messages while minimizing human error”.

“Because the Courts will share the same server as the Sheriff’s Department, it will be a very cost effective solution, and the software and system will be available to other agencies as well, like the Clerk’s Office, Auditor, and Prosecutor etc. in the City-County Building”.

“The Court has waited in implementing this solution since 2005, especially at our Juvenile location, where this is required to allow for appropriate calling and notification of cases in a crowded court room area”.

“We are fully supportive of this system, and are also aware that the Sheriff’s Department needs this on an urgent basis as well”.

Director Meadows added that an enhanced messaging system will allow removal of the two existing systems that need replaced and are not cost effective to support. The two systems only service a unique set of users and an enterprise solution servicing not just the Marion County Sheriff Department and Indianapolis Metropolitan Police Department but the enterprise should be considered.

Ms. Patel stated the proposal falls in middle of the budget process and ISA intends on working with the Office of Finance and Management to get through the fiscal ordinance. Mr. Clifford asked where would this project fit into the budget process, how large of an investment is it estimated to be, has a total-cost- analysis been done and were public safety representatives on the review team. Ms. Watkins responded that a financial review has not been completed in full as contract negotiations have not gone forward. A not-to-exceed amount has not been determined. The impact of a possible data-center virtualization initiative has not yet been considered on this project. Ms. Watkins explained that coming before the board was planned before heading in that direction and Emergency Management, IMPD, DPW were on the advisory team.

Ms. White commented on the 100 servers being used at 7% and asked if there were not room on the servers that are currently in the environment. Ms. Watkins stated there very well may be but that has not been analyzed nor has a specific vendor been narrowed down. Mr.



Information Technology Board

July 24, 2007 Meeting Minutes

Leading the way in enterprise-wide technology

Clifford requested more detail for the project with the understanding the courts want to move quickly. Mr. Clifford asked if ISA has been before the Marion County Justice Planning Council as an agenda item. Mr. Clifford continued that he is aware of the criminal communities need as well as the courts desire to get people in courts. The decision should be rational and not just a reaction. Mr. Bowes suggested adding the requirement that vendors provide applications that may be used on a virtual server. Do not accept vendors that are not able to do that. The virtualization process is the one that most efficiently manages the system.

Ms. Patel stated the agency will be working with Northrop Grumman to ensure a process. Mr. Clifford requested ISA provide a business case including benefits provided to the Sheriff and the Courts. The business case comes first not negotiations. Money will not be put in the 2008 budget without a business case. Mr. Morgan asked for additional information on the ADA vision impaired or hearing impaired capabilities. Ms. Watkins stated specifics were not available at the moment.

JUSTIS.Net

Ms. Amber Watkins and Mr. Marv Thornsberry, Project Manager, DAI, presented the Justis.Net update. Ms. Watkins narrated the PowerPoint presentation.

Ms. Patel stated that in reference to project concerns the goal is for ISA to be proactive and identify if problems are training related. Mr. Thornsberry explained testing is not on-going. The team is building test scripts and meeting with agencies involved in developing tests. The team is logging and tracking which panels are being used (approximately 900 panels) in coordination with script writing to make sure scripts are hitting the panels and menu items. There are still technical hurdles to resolve.

Ms. Watkins stated that the need to bring additional staff into the workshops has been identified.

Other Business

The August 28, 2007 IT Board adjourned at 10:45.

The next Information Technology Board Meeting is scheduled for August 28, 2007 at 9:30 in Room 260.



Information Technology Board August 2007 ISA Report Summary

Leading the way in enterprise-wide technology

ISA Project Status

Status Key	
Blue	Project has been completed. This is the last time it will appear on this report.
Red	The project is experiencing significant delays, potential cost overruns, or critical failure. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action is needed.
Yellow	The project is experiencing minor delays or minor cost over-runs or the project has encountered problems which put it at risk of either going over-budget or missing deadlines. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget
Green	Project is on time and on budget with no delays or budget issues anticipated.
Black	This project has been placed on long term hold, terminated early, or retired

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

Information Services Agency Major Business Initiatives	
Business Initiative	Definition
<u>Improve Efficiencies, Customer Service & 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 & 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 & 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 August 2007 ISA Report Summary

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ISA Project Summary			
Project	Business Initiative	Overall Status	Phase
Justis.NET	Improve our Understanding of Constituent Interactions	Red	Executing
Accela Automation	Improve Operation Efficiencies	Green	Initiating
Automated Vehicle Locator (AVL)	Improve Operation Efficiencies	Green	Executing
Avaya Modular Messaging	Improve Operation Efficiencies	Green	Initiating
Enterprise Messaging	Improve Operation Efficiencies	Green	Initiating
Enterprise Print Assessment	Improve Operation Efficiencies	Green	Planning
Enterprise Vault	Improve Operation Efficiencies	Green	Initiating
FileNet Upgrade	Improve Efficiencies, Customer Service & Quality	Green	Initiating
Liberty Shield/ Buffer Zone Camera	Improve Public Safety	Green	Executing
MOSS 2007 Implementation	Improve Delivery of Services	Green	Planning
Municipal Wireless	Improve Delivery of Services	Green	Initiating
Neighborhood Cameras	Improve Public Safety	Green	Initiating
Outdoor Warning System	Improve Public Safety	Green	Initiating
Property System Replacement	Improve Operation Efficiencies	Green	Planning
Public Defender Move	Improve Efficiencies, Customer Service & Quality	Green	Executing
RFID	Improve our Understanding of Constituent Interactions	Green	Executing
Sherman Move	Improve Operation Efficiencies	Green	Planning
U-Connect – Remote Access	Improve Delivery of Services	Green	Initiating
Virtualization & Server Consolidation	Improve Operation Efficiencies	Green	Initiating



Information Technology Board

August 2007 ISA Report Summary

Leading the way in enterprise-wide technology



On-Going Projects

Accela Automation: The initiation phase concluded and has produced a baseline schedule and charter for the project. Orientation, analysis phase management and case owner training has begun for DMD and Health & Hospital. 20% of the analysis sessions have been completed. One of the challenges will be the coordination that needs to occur with both the FileNet upgrade and the new Property System.

Automated Vehicle Locator: GPS devices have been installed on all vehicles. Programming for the Mobile Terminal Devices has been completed and the vendor will be onsite the week of August 20th to begin installing the Mobile Data Terminals (MDT).

Camera Projects: This project is now divided into two separate projects.

Neighborhood Cameras: The City/County released a RFP for this portion of the project and held a pre-proposal conference on August 17th with the RFPs due back on September 12th. A communication plan for the neighborhoods needs to be developed in conjunction with this project.

Liberty Shield/Buffer Zone: 18 of 21 cameras are now online and camera wireless access points are fully functional. Two of the three cameras that were dependant on the state have been brought online and the Washington Square Mall infrastructure has been installed. Maintenance and support of all cameras will be included in RFP for the vendor of Neighborhood Cameras. Over the next few weeks we will be identifying the infrastructure costs for putting the camera up at Castleton Square Mall and working with the vendor to resolve the video quality issues.

Enterprise Print Assessment: Completed assessment and final results have been provided to the Office of Finance and Management on July 31, 2007. The study identified the following information:

- Employee to Device ratio: 1.7 to 1
- B&W Cost per Page: \$0.0312

- Color Cost per Page: \$0.1601
- Blended cost per page: \$0.0376

The next steps include the sign off from OFM and a business case from Xerox.

Justis.Net: During this period, the NeoBatch Proof of Concept began and was a huge success. NeoBatch is the tool to convert the JCL scripts for batch jobs for use in the Windows environment. The team successfully converted 4 of 5 scripts with resolution toward the 5th. The Justis.net client is ready for UAT testing when the scripting and security tasks are complete. Unfortunately during this period, the project team has encountered some issues:

- The JUSTIS production support hours have remained at high levels pulling over 1100 hours away from the JUSTIS.net project in the past 5 months.
- Two production bug fixes were found and fixed resulting in 40 hours worth of time with an additional 5 days to dump the code into the JUSTIS.net build.
- The team experienced hardware failures that brought the development environment down for 5 days.
- Delays in identifying enterprise solutions for batch scheduling and report distribution lead to an extension of time required to work through any technical challenges.
- The UAT scripting process and security profiles have become major concerns for the project team.

There is concern that the project will not be able to move forward successfully without resolution to these issues.

Municipal Wireless: ISA continues to gather the requirements for this project. A proposal to perform the feasibility study for the municipal wireless project will be presented at the September Meeting.

Property System Replacement: Property Tax Bill issues and a mandated reassessment have been encountered since the July IT Board Meeting. There are 360 requirements within the RFP divided among 35 functional groups. Gap Analysis Meetings continue where project team area coordinators and subject matter experts have been comparing what is currently available in PVDNet to the RFP requirements.

Because of the mandated reassessment and several other state mandates, the executive



Information Technology Board

August 2007 ISA Report Summary

Leading the way in enterprise-wide technology

sponsors committee has altered the project implementation. The implementation of the Auditor and Treasurer modules has been moved from December of 2008 to Spring of 2007. GUTS will make the state mandated changes to PVDNet instead of the changes being made to the current system at no additional cost. A new implementation schedule will be published next week.

One major area of concern has been data conversion. With the mandated reassessment, resources have become very tight and the data conversion tasks for the property tax system replacement project were at risk. GUTS has agreed to take on the majority of the data conversion at no additional cost to the project.



ISA Operational Update

2008 Budget Process: ISA is working closely with the Office of Finance and Management to shore up the 2008 Information Technology Budget. ISA will be presenting to the Admin and Finance Committee on August 28th. This meeting will be held at the Christian Theological Seminary at 1000 West 42nd Street at 5:00 pm

Northrop Grumman True Up: In order to complete the mechanics of the True Up process, four teams have been composed of both NG and ISA to address the following topics

- Development of improved Invoice
- Amendment 5 Reconciliation Process
- Tracking and defining new Initiatives
- Review of Schedule B & H

All parties are committed to working together to provide improved services.

Standards & Policies: The policies group met several times throughout the month and submitted an Internet Acceptable Use Policy to the IT Team. The IT Team approved the policy and has submitted the policy to the IT Board for final approval at the August IT Board Meeting. In September the focus will be on updating the standard desktop and laptop models for our enterprise.

U-Connect: The enterprise remote access solution is up and running we are currently working on a marketing and communication plan to roll out to the user community. We expect to have rolled out to the enterprise by the end of September.

Virtualization and Server Consolidation: - Currently in the planning stage, several assessments have already been completed, and work is underway to architect the production environment including research on several technologies that will be implemented as part of this project. Our current production VMware environment is being upgraded to handle new applications being deployed before the architected solution is available.



Vendor Performance

Northrop Grumman: July calls into the helpdesk continued to show a normal trend post Microsoft Migration. NG completed 1,322 IMACs for the month of June in addition to the 620 IMACs related to the PC Refresh. One SLR was missed for the month of July, and it was:

- SLR # 54 Call Abandon Rate

This is the first month that NG has missed this SLR in several months.

DAI: DAI achieved all SLRs for the month of July. DAI's primary focus continues to be on the JUSTIS.Net and Property Projects. Along with these two projects there are several smaller projects that are in user acceptance testing that should be deployed by mid September.



Information Technology Board

July Financial Report

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Financial Report

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

Budget Comparison – July 2007 vs. July 2006

<i>Characters</i>	Budget 2007	YTD July 2007	% Used	Budget 2006	YTD July 2006	% Used
TOTAL	\$40,142,346	\$19,536,161	48.7%	\$36,602,393	\$20,091,004	54.9%
Char 1 - Personnel & Fringes	\$2,978,373	\$1,493,255	50.1%	\$2,942,426	\$1,505,241	51.2%
Char 2 - Supplies	\$36,273	\$12,388	34.2%	\$77,536	\$35,436	45.7%
Char 3 - Contractual Services	\$37,098,270	\$18,003,637	48.5%	\$33,468,515	\$18,480,540	55.2%
Char 4 - Capital & Equipment	\$29,430	\$26,881	91.3%	\$113,916	\$69,787	61.3%

ISA expenditures as of July 2007 total \$19.5 million or 48.7%. This includes payments to Northrop Grumman and DAI year-to-date. The 2007 budget includes \$6.2 million in prior year purchase orders. The 2007 YTD expense for character 3 includes \$3.9 million carried over from 2006.

2007 July Year-to-Date Revenue

	2007 Total Projected	YTD 2007	% Collected
TOTAL REVENUE	\$28,445,199	\$16,901,014	59.4%
Chargeback/Pass Through			
City	\$13,673,810	\$8,524,273	62.3%
County	\$12,792,814	\$6,822,624	53.3%
Other (Outside Agencies)	\$200,745	\$139,991	69.7%
Telephones			
City	\$794,472	\$839,138	105.6%
County	\$626,410	\$444,698	71.0%
Other (Outside Agencies)	\$106,948	\$130,279	121.8%
IMAGIS	\$0	\$0	---
Misc. Revenue	\$250,000	\$11	0.0%

ISA has collected \$16.9 million dollars or 59.4% of our projected revenue for YTD July 2007, which includes payments received for the 4th 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 July Financial Report

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July 06 vs. July 07 Contract Comparison

(In Thousands) Actual Cost	YTD Jul-06	YTD Jul-07	Variance
TOTAL	\$6,861	\$5,889	-\$972
SV1 & SV2	\$5,025*	\$4,039**	-\$986
SV3**	\$1,836	\$1,850	\$14

*Includes SLR credit
(Jan & Apr 06)

\$34,600

**Jan 07-Jul 07 includes
Amendment 4 Credit

\$875,000

**SV3 includes Justis
System



Information Technology Board Time Warner Telecom Proposal

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Executive Summary – Time Warner

Introduction

ISA is seeking the Approval of a Local Exchange Service Agreement between the City of Indianapolis – Marion County and Time Warner Telecom for ISDN PRI Voice Services. This contract covers service locations at 200 E. Washington Street, 2700 S. Belmont, 901 N. Post and 47 S. State Street.

Approach

Time Warner Telecom is committed to keeping the City of Indianapolis as a customer. They have provided a fiber based voice service to the city and have not experienced one outage or even one trouble ticket. Recommendation for renewal is based on Time Warner Telecom's 100% reliability coupled with cost effective benefits of renewal pricing and no transition dollars spent. Due to the contract expiration of 06/21/07 the current contract state is as follows: Upon expiration of a term contract, the service will automatically renew at the same terms and conditions for successive 12 month terms (or as otherwise stated in the Standard Terms and Conditions if applicable) unless either party notifies the other in writing thirty (30) days prior to the expiration of the then current term that it wishes to terminate the service. The renewal of this contract is with an understanding that bidding process should occur prior to 2010 renewal.

Current rates for ISDN PRI's currently range from \$550 - \$650 each.
Current cost for ISDN PRI's monthly on average is \$12,600.

Monthly Renewal Rates:

12 Month renewal rates @ \$700 each x 22 ISDN PRI's	\$15,400 monthly
24 Month renewal rates @ \$600 each x 22 ISDN PRI's	\$13,200 monthly
36 Month renewal rates @ \$500 each x 22 ISDN PRI's	\$11,000 monthly

Under current auto renewal we are spending \$1,600 more a month than necessary if contract is renewed at the 36 month rate. Time Warner Telecom has committed to making adjustment upon the renewal of contract.

Estimated cost savings for the 36 month renewal is \$57,600.


Conclusion

Requesting the Board to approve the Renewal of Time Warner Telecom for ISDN PRI Voice Services for 22 ISDN PRI's and for a service contract period of 36 months effective 06/21/2007 through 06/20/2010. Please note that renewal rates have been verified through Purchasing as rates lower than QPA and allowing a delivery of ultimate cost savings of public dollars.



Information Technology Board Internet Acceptable Use Policy

Leading the way in enterprise-wide technology

	Policy # 1.1	Issued Date: 12/18/2005	Last Revised: 8/01/2007	Page 1 of 4
	Title:	Acceptable Business Use of the Internet		
	Approval Date:	4/11/2006		
Internet Acceptable Use Policy				

1.1 Policy Statement

Access to the Internet is provided as a business tool for the City of Indianapolis, Marion County, and its employees. Employees are able to connect to a variety of business information resources around the world. Conversely, the Internet is also replete with risks and business inappropriate material. To ensure that all employees are responsible and productive Internet users and to protect the City and County's interests, the following policy has been established for using the Internet.

Employees using the Internet are representing the City of Indianapolis and/or Marion County. All information technology resources and facilities of the City/County shall be used solely for legitimate City/County business reasons only, as defined by your individual job requirements and responsibilities. Any unauthorized, illegitimate or illegal use of information technology resources or facilities is a violation of City/County policy.

1.2 Policy Objectives

Ensure that Information Resources are efficiently used for their intended purposes.

1.3 Use of City/County Internet access and resources

1.3.1 Web browsing, file transfers, accessing databases and other miscellaneous services to obtain business information for legitimate



Information Technology Board Internet Acceptable Use Policy

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City/County purposes are an acceptable use of internet communications and resources.

1.3.2. Any account holder who, without authorization, accesses, uses, destroys, alters, prevents rightful access to or otherwise interferes with the integrity of computer-based information and/or information resources attained through the Internet or otherwise has engaged in unethical and unacceptable conduct and is therefore open to forfeiture of the network account and/or disciplinary action by City/County and/or appropriate legal authorities.

1.3.3 Use of chatting or chatting applications for non City/County business such as instant messenger is not permitted.

1.3.4 Employees must not use the Internet for reasons that are illegal, unethical, and harmful to the City or County or nonproductive.

1.3.5 Internet access may not be used for illegal or unlawful purposes, including, but not limited to, copyright infringement, obscenity, pornography, libel, slander, fraud, defamation, plagiarism, harassment, forgery, impersonation, and computer tampering.

1.3.6 File downloads greater than 25 MB from the Internet are not permitted. Downloading non-business related software, such as music, games, movies, picture files, or destructive programs, is also not permitted.

1.3.7 Facilitating or participating in Newsgroups or Usenet for non-business use is prohibited.

1.3.8 Use of streaming media (audio or video) for non City/County business purposes is not permitted.

1.3.9 Facilitating or participating (blogging) in blogs and/or web logs for non City/County business use is prohibited.

1.3.10 Install, downloading or running unapproved software applications from the internet is prohibited.

1.3.11 Violation of existing local, state or federal laws regarding copyright, trademarks and intellectual property is prohibited.



Information Technology Board

Internet Acceptable Use Policy

Leading the way in enterprise-wide technology

1.3.12 Unauthorized use of systems and networks are prohibited for the following activities:

1.3.12.1 Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by the City/County.

1.3.12.2 Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which the City/County or the end user does not have an active license is strictly prohibited.

1.3.12.3 Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.

1.3.12.4 Introduction of malicious programs into the network or servers (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).

1.3.12.5 Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.

1.3.12.6 Using a City/County computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.

1.3.12.7 Making fraudulent offers of products, items, or services originating from any the City/County account.

1.3.12.8 Making statements about warranty, expressly or implied, unless it is a part of normal job duties.

1.3.12.9 Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the



Information Technology Board Internet Acceptable Use Policy

Leading the way in enterprise-wide technology

scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.

1.3.12.10 Port scanning or security scanning is expressly prohibited unless prior notification to ISA is made.

1.3.12.11 Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.

1.3.12.12 Circumventing user authentication or security of any host, network or account.

1.3.12.13 Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).

1.3.12.14 Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.

1.3.12.15 Providing information about, or lists of, the City/County employees to parties outside the City/County is prohibited unless legitimate business reasons dictate, as defined by your individual job requirements and responsibilities.

1.4 Exceptions to Policy

Exceptions to the policy may be granted by appropriate head of City/County agencies and/or departments. Any exception that requires a technology change must be submitted to the Information Services Agency for approval.

1.5 Policy Violations

A City/County employee found to be in violation of this policy may face disciplinary action by employing authority, up to and including dismissal from employment and/or criminal prosecution where the act constitutes a violation of law. A breach of contract, where applicable, may also be considered.



Information Technology Board Internet Acceptable Use Policy

Leading the way in enterprise-wide technology

1.6 City/County Agency Policies

Each City/County Agency or Department should inform its employees of appropriate use of Internet resources. In addition City/County agencies may supplement this policy with its own acceptable use policy

1.7 Implementation Responsibility

City/County Agencies will be responsible for implementing and enforcing the Appropriate Use Policy within their supported areas. ISA will assist in providing information to agencies where the policy is being violated. ISA security staff reserves the right to monitor use of Information Resources.



Information Technology Board Technology Update –Virtualization

Leading the way in enterprise-wide technology

Executive Summary - Virtualization

Introduction

Presently, the City/County has approximately 107 servers that are used within the production environment (meaning they are presently delivering applications that are used in the day to day operations of the City/County). Many of these servers are no longer under warranty and approaching the end of their useful life (i.e. need to be replaced). In addition, we have several large projects (Accela, MOSS, Property) that need to have server hardware and storage purchased.

Through two separate studies, it was determined that the utilization of the existing servers was rather low on a per server basis (although higher than industry averages). This presents an opportunity to consolidate many of these servers into a virtual server environment.

Approach

In the past, it was typical to put one application on each server. As a new application was deployed, a new server was also purchased and installed. A virtual server environment allows for larger servers to host multiple, virtual servers thereby reducing the total number of servers and increasing the utilization of each. Though not all applications are candidates for virtualization due to specific hardware or high performance needs, the vast majority of our applications can run in a virtual environment.

In order to migrate to a virtual server environment, there are several steps:

1. **Assess the current environment.** This includes collecting statistics and determining which servers are candidates for virtualization, collect information about our storage environment (current hardware, utilization, performance and future needs),
2. **Architect the solution.** Based on the number of servers and applications that will be migrated, performance needs, and project needs, a production environment will be architected, taking advantage of existing hardware (if possible). It is critical that the environment be architected correctly so that no issues or performance problems are introduced as a result of virtualization. A Test/development environment will also be architected during this stage.
3. **Build the production environment.** Based on the architected solution, hardware will be procured and deployed. As the environment is setup, testing will be performed to insure that the advanced features (such as automated fail-over) are working correctly.



Information Technology Board Technology Update –Virtualization

Leading the way in enterprise-wide technology

4. **Migrate applications/servers from physical servers to the virtual environment.** During this stage, each application and server that was targeted to be migrated will be moved from a physical server to a virtual server within the production environment. Extensive testing will be done to insure that no issues are introduced during this phase.

While this is a proven process (we currently run over 20 virtual servers today) and is fairly straight forward, the amount of work including testing at each phase makes this a lengthy process.

Funding

Within the 2007 budget, money was allocated to replace some of the servers out of warranty plus the major projects have funds available for hardware purchases. These funds should be sufficient to cover hardware and software purchases necessary to implement virtualization.

Our vendors have provided the assessments (virtualization, storage) at no cost to the City/County. These engagements are typically \$20-40,000 each.

An ELA (Enterprise License Agreement) with VMware has been negotiated and purchased which allows us to deploy as many VMware licenses as necessary over the next 2 years, with a fixed maintenance cost in years 3-5.

Conclusion

Virtualization provides several benefits to the City/County:

1. **Cost savings.** Rather than replacing existing outdated servers, and continuing to expand the number of servers within the Data Center due to new projects, virtualization will allow us to save money by purchasing fewer, larger servers and increase the amount they are utilized.
2. **Reduced electricity/cooling needs.** Fewer servers consume less power and generate less heat, thereby reducing the power and cooling needs within the Data Center.
3. **Improved service levels due to automated fail-over.** For some applications, a failure would result in significant downtime. With automated failover, if there is a problem with one server, the load can easily (and in some cases transparently) be transferred to another server with minimal interruption to the end-user.
4. **Ease of expansion.** As new applications are deployed, instead of purchasing and deploying a new server (which can take weeks), they can easily be added to the virtual production environment in a matter of days. Also, if additional capacity is needed, new servers can be added dynamically to the environment.

Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or chargeback	MBE/WBE	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
6/26/2007	ISA	VMware - End User Agreement	VMware, Inc.	\$42,327.00	\$42,327.00	ISA	No	
7/19/2007	ISA	IMAGIS Service Agreement	IMAGIS	\$0.00	\$0.00	ISA	No	ISA is a Participant