

MEMORANDUM

To: Frederick County Board of Supervisors Information Technology Committee

From: Walter T. Banks, IT Director

Subject: Summary of Information Technology

Date: July 18, 2014

2014 Focus and Accomplishments: Service Support and Strategic Alignment

Phone system installation completed:

We have successfully completed the project request to install an extension to the Cisco VoIP phone system. Networking components have been installed and configured to add the additional phone extensions. This project allows the newly formed Frederick County Economic Development Authority to take advantage of the county model for telephone capability and support.

Refresh April 2014:

We have successfully completed the project to replace all county connected PCs and upgrade operating systems as per the replacement plan approved in Feb 2014.

Expansion on AS400 access:

MIS has continued to work with the Treasurer's, Commissioner of Revenue as well as Inspections departments to allow better access to network in the field. MIS has been able to work with the programmer to create online access and better integration with the county's document imaging system (Laserfiche) and GIS.

Integrated website features and controls:

Jeremy Coulson (Webmaster) has continued to work with different departments to allow feature rich website development. Specifically, NRADC's web presences have been updated to a more user friendly environment. Jeremy and David Jarrett (AS400 system Programmer) are in the process of completing a platform upgrade which will allow us to allocate more resources to the servers responsible for tax collection during time of heavy usage.

Public Safety support rotation and on-call service:

The IT department has continued to expand its coverage to address Public Safety IT support needs. Michelle Nugent (Network Operations Supervisor) has created an off-hour schedule for support and frequently rotates staff to become cross-trained and familiar with PSB IT practices.

GIS expanded services –rotation to PSB: GIS (Patrick Fly) has also begun a program to rotate GIS staff members through to the PSB location to better serve mapping requests. This rotation has allowed us to ensure the dispatch system is using the most current data available. Craig Grubb has been assigned the responsibility of coordinating services at the PSB location.

Broadband Study: The IT department worked with Center for Innovative Technology (CIT) to lead a county wide effort to look at the broadband services that are available to the citizens and businesses located in Frederick County. With an eye on what can be done to promote broadband throughout the county.

Expansion of Laserfiche Document Management: The county Administration building has been using Laserfiche as its primary document management system. This year that system was successfully expanded to include Fire & Rescue. With further expansion expected to be completed to NRADC in 2014.

Exchange 2010 upgrade:

The Exchange upgrade is in the final phase. We have approximately 50 of 702 mailboxes remaining to upgrade. This upgrade has been slow due to the large mailboxes that were created by the old systems ability to monitor size and management. We are looking to complete the retirement of the unsupported exchange 2003 by 7/14/2014.

Install of storage expansion for Common wealth Attorney:

We are waiting on contact from the vendor for a time to deploy the necessary systems. The storage and server resources have been reserved on our virtual environment.

Staff Training and professional development:

This year's focus is on achieving certifications. We have several staff members who have taken the coursework requirement and are eligible to test and certify in both technical and managerial aspects of IT.

Wireless expansion county-wide integration:

Wireless networks have been created for county-wide access along with a guest network. Both these networks are filtered and secured for access. We are deploying additional access points to support the transition at the PSB on to the robust wireless system. This transition allows for high bandwidth and internet monitoring capabilities.

PEG Channel Enhancements:

Jeremy Coulson has driven efforts to increase the amount and quality of programming available on the County's PEG channel. These projects included production of original video content, rebroadcast of pre-produced content, improvements to scheduling, procurement of field video

equipment, and modernization of software and production software and processes.

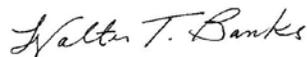
FY2015 Focus: Service Support, Strategic Business Alignment and Integration

- Workstations refresh FY2015 – 40 units –Jul 2014
- EDA support setup (Phone, Internet Access filtering, file access/network access –Jul 2014
- Completion on Exchange 2010 migration July 2014
- Inventory system and consolidated helpdesk software –Sep 2014
- Security Audit Best practice review –Oct 2014
- Installation on Case management system –TBD
- Capacity upgrade to address storage demands- TBD
- Focus on staff training –PMP, ITIL, MCSE, MCP, CCNA...
- Pictometry Fly-over –TBD
- Upgrade to ArcGIS Server 10.2 – TBD
- Implementation of ArcGIS Online – Nov 2014
- Printing services review –county-wide –Dec 2014
- Video conference capability –TBD
- Human resource Client Relations Management-TBD
- Part-Time hourly reporting system-TBD
- PEG Channel equipment BOS production upgrades – Dec 2014
- Deployment of new web servers – July 2014
- NRADC new website – August 2014

**these areas will have more details attached as we continue to update this committee.

As always we thank you, the BOS IT Committee for your continued insight and support.

Sincerely,



Walter T. Banks

Director of IT