



From: Matson & Isom Technology Consulting (MITC)
 To: Glenn County IS Committee
 Date: January 20, 2016
 Subj: IS Committee Report

Monthly Update

- HHSa migration: Phase I user migrations have been completed & SAN migration is in progress
 - Integration of SAN require downtime on an upcoming weekend for ~4hrs
- Phone System –
 - New switches for Ag/Air and Annex are configured and pending installation and testing
 - Need to schedule 1hr of downtime
 - Core L3 switches are being configured and tested at MITC
 - Phone system development/deployment has commenced with HHSa sites in progress
- GCSO Upgrade Project
 - Hardware and software licensing quotes are being modified due to budgetary reasons
- PPWA Storage Expansion
 - SAN and NAS quotes delivered and are schedule to go before the Board on Jan 19th
- VMware upgrade (v5.5 to v6.0) has been rescheduled for Feb/March
- 2016/17 IS Budget: Core budgetary dollar figures are being discovered
 - Core hardware warranty quotes were moved into this year's budget

Analysis of IT Hours for December & Projected Hours for February (20 days)

December				
GC Department	Projected	Actual	Variance	Planned Hours for February
County Core	60	55.50	-4.5	70
Admin	10	06.00	-4	10
Agriculture	10	04.00	-6	10
Air Pollution	2	06.25	4.25	2
Assessor	10	04.50	-5.5	10
Board of Supervisors	5	01.75	-3.25	5
County Counsel	3	00.00	-3	3
District Attorney	3	02.25	-0.75	3
Elections	5	04.75	-0.25	5
Finance	10	06.75	-03.25	20
Human Resource Agency	75	72.00	-3	65
Health Services Agency	25	38.50	13.5	15
Juvenile Hall	2	00.00	-2	2
Personnel	10	16.50	6.5	10
Planning & Public Works	40	28.00	-12	40
Probation	3	02.50	-0.5	3
Public Guardian	2	00.25	-1.75	2
Recorder	8	05.25	-2.75	8
Sheriff	20	21.25	1.25	20
Veteran Services	2	04.50	2.5	2
Total hours	305	280.50	-24.50	305



Support by Department - Opened/closed tickets for December, 2015

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	24	28
Agriculture	5	4
Air Pollution	12	11
Assessor	6	5
Board of Supervisors	3	2
Child Support Services	1	1
County Counsel	1	1
District Attorney	2	2
Elections	6	7
Finance	11	10
HRA	59	58
HSA	62	65
PPWA	28	30
Personnel	7	9
Juvenile Hall	0	0
Probation	4	4
Public Guardian	1	1
Recorder	7	7
Sheriff	45	47
Veteran Services	2	3
Total	286	295

MITC Glenn County IS Support Team

MITC Team Member	Title	Role
David Jensen	Senior Consultant	County IS Support Team Leader
Samantha Back	Senior Consultant	Onsite and Remote Support
Corey Davies	Senior Consultant	Infrastructure Specialist
Garret Bauer	Senior Consultant	Virtualization Specialist
John Harris	Consultant	Onsite Support
Joel Biddle	Consultant	Onsite and Remote Support
Cesar Reyes	Consultant	Onsite and Remote Support
Bill Caloia	Consultant	Onsite and Remote Support
Cory Emmett	Associate Consultant	Onsite and Remote Support