



From: Matson & Isom Technology Consulting (MITC)
 To: Glenn County IS Committee
 Date: February 17, 2016
 Subj: IS Committee Report

Monthly Update

- HHS migration: (fast-tracked due to unresolvable issue at HSA with Citrix provisioning services)
 - On Monday, February 1st, HSA users attempting log in were unable to access the system
 - Troubleshooting ensued with workarounds set up to assure delivery of critical services
 - Troubleshooting at the highest levels continued through Wednesday with no resolution
 - Late Wednesday, decision was made to change course and migrate HHS to the Core
 - With the help of HHS Super Users, most all staff were back online by midday Friday
 - Updating applications and fine-tuning the Core system with HHS online continues
- County Phone System:
 - All Department call flow and stations spreadsheets have been reviewed and approved
 - DGI is configuring the server(s) and phones with scheduling of installation imminent
- GCSO Upgrade Project: Equipment has been ordered with scheduling to follow upon arrival
- PPWA Storage Expansion is approved and installation is being scheduled
- PPWA Archiving Project: Product has been ordered and Installation is pending
- 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 January & Projected Hours for March (23 days)

January				
GC Department	Projected	Actual	Variance	Planned Hours for March
County Core	75	132.00	57	75
Admin	10	17.75	7.75	15
Agriculture	10	05.50	-4.5	15
Air Pollution	2	02.00	0	5
Assessor	10	09.25	-0.75	15
Board of Supervisors	5	01.50	-3.5	10
County Counsel	3	00.00	-3	5
District Attorney	3	03.75	0.75	5
Elections	5	13.25	8.25	10
Finance	20	18.00	-2	20
Human Resource Agency	65	64.00	-1	65
Health Services Agency	15	25.00	10	35
Juvenile Hall	2	00.00	-2	2
Personnel	10	04.00	-6	10
Planning & Public Works	40	19.25	-20.75	45
Probation	3	12.00	9	5
Public Guardian	2	00.25	-1.75	3
Recorder	8	02.00	-6	10
Sheriff	20	28.50	8.5	25
Veteran Services	2	00.25	-1.75	5
Total hours	310	358.25	48.25	380

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

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	44	31
Agriculture	9	9
Air Pollution	5	6
Assessor	5	7
Board of Supervisors	2	1
Child Support Services	0	0
County Counsel	0	0
District Attorney	5	4
Elections	10	9
Finance	20	19
HRA	64	61
HSA	50	43
PPWA	20	19
Personnel	6	5
Juvenile Hall	0	0
Probation	4	4
Public Guardian	1	1
Recorder	3	5
Sheriff	56	56
Veteran Services	1	0
Total	305	280

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