



From: Matson & Isom Technology Consulting (MITC)  
 To: Glenn County IS Committee  
 Date: March 16, 2016  
 Subj: IS Committee Report

## Monthly Update

- HHS migration to the Core
  - Primary migration tasks were completed in the last two weeks in February
  - Updating applications and fine-tuning the HHS system at the Core continues
- County Phone System:
  - DGI is wrapping up the installation of the servers and routers
  - Phones are being installed in all departments with the majority now in place
  - Paperwork required by AirSpring prior to cutover is being compiled
  - Recorded greetings and testing call flows are scheduled for next week
- GCSO Upgrade Project: Implementation in progress
- Website Redesign was approved by the Board and Project kickoff meeting is being scheduled
- 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 budget spreadsheets were finalized and delivered to Finance last week
- Preliminary discussions with AT&T regarding upgrade of CSME to ASE have begun
  - Potential decrease in cost even with increased speeds (from 100mbps to 500mbps)

## Analysis of IT Hours for February & Projected Hours for March (23 days)

February				
GC Department	Projected	Actual	Variance	Planned Hours for March
County Core	75	96.50	21.5	75
Admin	10	19.25	9.25	40
Agriculture	10	03.75	-6.25	8
Air Pollution	2	03.50	1.5	7
Assessor	10	09.00	-1	10
Board of Supervisors	5	03.50	-1.5	2
County Counsel	3	00.00	-3	1
District Attorney	3	15.50	12.5	5
Elections	5	07.00	2	5
Finance	20	11.75	-8.25	10
Human Resource Agency	65	40.00	-25	40
Health Services Agency	15	55.75	40.75	50
Juvenile Hall	2	00.25	-1.75	1
Personnel	10	02.50	-7.5	2
Planning & Public Works	40	14.75	-25.25	30
Probation	3	06.75	3.75	5
Public Guardian	2	00.00	-2	1
Recorder	8	09.00	1	20
Sheriff	20	38.75	18.75	25
Veteran Services	2	02.00	0	1
<b>Total hours</b>	<b>310</b>	<b>339.50</b>	<b>29.5</b>	<b>338</b>

## Support by Department - Opened/closed tickets for February, 2016

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	30	29
Agriculture	8	8
Air Pollution	3	3
Assessor	9	7
Board of Supervisors	3	4
Child Support Services	0	0
County Counsel	0	0
District Attorney	4	2
Elections	11	10
Finance	18	15
HRA	69	67
HAS	58	56
PPWA	21	20
Personnel	7	8
Juvenile Hall	0	0
Probation	1	2
Public Guardian	1	1
Recorder	4	4
Sheriff	45	48
Veteran Services	5	5
<b>Total</b>	<b>297</b>	<b>289</b>

## 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