



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

Monthly Update

- HHSa migration to the Core
 - Primary migration tasks were completed in the last two weeks in February
 - Updating applications and fine-tuning the HHSa 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 is near complete with licensing modification in progress
- Website Redesign was approved by the Board and Project work is in progress
- PPWA Storage Expansion has been completed
- PPWA Archiving Project has begun with hardware being racked and software being analyzed
- Microsoft ELA renewal quotes are being prepared
- Saturday, April 23rd core systems (Memorial Hall server room) will be offline for maintenance
- Preliminary discussions with AT&T regarding upgrade of CSME to ASE have begun

Analysis of IT Hours for March & Projected Hours for April (21 days)

March				
GC Department	Projected	Actual	Variance	Planned Hours for April
County Core	75	70.25	-4.75	45
Admin	40	25.50	-14.50	38
Agriculture	8	10.75	2.75	8
Air Pollution	7	02.50	-4.5	7
Assessor	10	04.75	-5.25	10
Board of Supervisors	2	04.75	2.75	2
Child Support Services	1	00.50	-0.5	1
District Attorney	5	08.75	3.75	5
Elections	5	28.00	23	5
Finance	10	33.75	23.75	20
Human Resource Agency	50	69.25	19.25	40
Health Services Agency	40	39.75	-01.25	40
Juvenile Hall	1	00.25	-0.75	1
Personnel	2	03.75	1.75	2
Planning & Public Works	30	25.25	-4.75	40
Probation	5	05.50	0.5	5
Public Guardian	1	00.75	-0.25	1
Recorder	20	13.00	-7	20
Sheriff	25	43.25	18.25	25
Veteran Services	1	00.00	-1	1
Total hours	338	390.25	52.25	316

Support by Department - Opened/closed tickets for March, 2016

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	81	77
Agriculture	13	12
Air Pollution	6	6
Assessor	5	4
Board of Supervisors	3	6
Child Support Services	1	1
County Counsel	0	0
District Attorney	4	6
Elections	15	13
Finance	29	26
HRA	70	76
HSA	31	38
PPWA	54	57
Personnel	5	4
Juvenile Hall	1	1
Probation	4	4
Public Guardian	2	1
Recorder	14	10
Sheriff	77	74
Veteran Services	1	0
Total	416	416

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