



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

Monthly Update

- Core network infrastructure upgrades completed in April
- Website Design Refresh Project
 - Major components have been completed with content migration ongoing
 - Remaining content migration for some departments, especially HHSA, is extensive
- County Phone System
 - Servers, routers and majority of phones have been installed
 - Call flows, procedures, greetings, menu scripts, etc. have been documented
 - Phones throughout most core Departments have been tested
 - Scheduling of the final tasks building to cut over is in progress
- GCSO Upgrade Project: Implementation is pending completion with VMware licensing modification in progress
- PPWA Archiving Project is in progress
- Microsoft ELA renewal quotes are being prepared
- Preliminary discussions with AT&T regarding upgrade of CSME to ASE are in progress

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

April				
GC Department	Projected	Actual	Variance	Planned Hours for May
County Core	75	110.00	35	45
Admin	40	42.00	2	38
Agriculture	8	00.75	-7.25	8
Air Pollution	7	06.00	-1	7
Assessor	10	03.75	-6.25	10
Board of Supervisors	2	02.50	0.5	2
Child Support Services	1	00.00	-1	1
District Attorney	5	03.00	-2	5
Elections	5	16.75	11.75	5
Finance	20	39.50	19.5	20
Human Resource Agency	40	09.50	-30.5	40
Health Services Agency	40	43.75	3.75	40
Juvenile Hall	1	00.00	-1	1
Personnel	2	06.75	4.75	2
Planning & Public Works	30	41.50	11.5	40
Probation	5	03.00	-2	5
Public Guardian	1	05.00	4	1
Recorder	20	16.75	-3.25	20
Sheriff	25	42.75	17.75	25
Veteran Services	1	02.75	1.75	1
Total hours	338	396.00	58.00	316

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

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	120	133
Agriculture	3	3
Air Pollution	6	7
Assessor	6	3
Board of Supervisors	3	3
Child Support Services	0	0
County Counsel	0	0
District Attorney	4	3
Elections	14	15
Finance	25	25
HRA	47	46
HSA	34	34
PPWA	34	37
Personnel	9	10
Juvenile Hall	0	0
Probation	4	4
Public Guardian	1	2
Recorder	4	5
Sheriff	21	23
Veteran Services	1	2
Total	336	355

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