



From: Matson & Isom Technology Consulting (MITC)
 To: Glenn County IS Committee
 Date: June 15, 2016
 Subj: IS Committee Report

Monthly Update

- Website Design Refresh Project
 - Major components have been completed
 - Content migration continues with site launch imminent
- County Phone System
 - Servers, routers, and most phones installed; all phones accounted for
 - Call flows, procedures, greetings, menu scripts are being documented
 - Scheduling final tasks to cut over is in progress; HNSA wrapping up call flow
- GCSO Upgrade Project has been completed
- Finance OneSolution testing and deployment plan is in progress
- PPWA Archiving Project hardware installation and configuration is continuing
 - Waiting on additional hardware for powering SAN
- Microsoft ELA renewal quote to go before the Board for approval
- Discussions with AT&T regarding upgrade of CSME continues.

Analysis of IT Hours for May & Projected Hours for June (22 days)

May				
GC Department	Projected	Actual	Variance	Planned Hours for June
County Core	45	33.50	-11.5	45
Admin	38	32.25	-5.75	38
Agriculture	10	10.00	0	8
Air Pollution	5	02.75	-2.25	7
Assessor	10	16.50	6.5	10
Board of Supervisors	2	12.00	10	2
Child Support Services	1	00.00	-1	1
District Attorney	5	09.75	4.75	5
Elections	15	14.75	-0.25	17
Finance	20	30.25	10.25	20
Human Resource Agency	40	08.25	-31.75	40
Health Services Agency	40	44.50	4.5	40
Juvenile Hall	1	00.25	-0.75	1
Personnel	2	09.25	7.25	2
Planning & Public Works	40	20.25	-19.75	40
Probation	5	07.75	2.75	5
Public Guardian	1	00.00	-1	1
Recorder	10	08.00	-2	20
Sheriff	25	37.25	12.25	25
Veteran Services	1	01.25	0.25	1
Total hours	316	298.50	-17.5	328

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

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	92	62
Agriculture	8	8
Air Pollution	6	6
Assessor	7	10
Board of Supervisors	6	6
Cooperative Extension	1	1
County Counsel	0	0
District Attorney	6	6
Elections	14	12
Finance	16	18
HRA	48	52
HSA	39	32
PPWA	23	17
Personnel	3	2
Juvenile Hall	0	0
Probation	10	10
Public Guardian	1	0
Recorder	8	11
Sheriff	44	38
Veteran Services	3	2
Total	335	293

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
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