



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

Monthly Project Updates

- County Phone System
 - HHSa phone migration has been completed
 - Core phone migration is tentatively scheduled for migration in mid-December
- Ag/Air Server and Data Migration to the core has been completed
- Finance OneSolution is now online and running in production
 - Scripting and testing of application integration is ongoing
 - Printer integration and testing is ongoing
- AT&T ASE migration is scheduled for Friday, Nov 18th
- AT&T Internet solution is being upgraded this month
 - Moving from 20Mbps to 150 Mbps at a reduced cost
- New Core Citrix 7.11 solution has been built in parallel and is undergoing final testing
- Antivirus upgrade and migration is being scheduled
- PPWA & HHSa document imaging project has begun - Migrating from Sire to LaserFisch
- Software and hardware renewals were approved by the Board and are being procured

Analysis of IT Hours for October & Projected Hours for November (20 days)

September				
GC Department	Projected	Actual	Variance	Planned Hours for October
County Core	75	77.75	2.75	85
Admin	35	34.25	-0.75	42
Agriculture	5	03.00	-2.00	4
Air Pollution	5	08.25	3.25	4
Assessor	10	02.50	-7.50	4
Board of Supervisors	1	03.00	2.00	2
Child Support Services	0	1.25	1.25	0
County Counsel	1	06.50	5.50	1
District Attorney	3	01.50	-1.50	2
Elections	10	08.00	-2.00	9
Finance	10	10.00	0.00	9
HHSa	70	70.25	0.25	70
Juvenile Hall	2	02.50	0.50	2
Personnel	2	05.25	3.25	2
Planning & Public Works	35	18.00	-17.00	19
Probation	4	14.00	10.00	2
Public Guardian	1	00.25	-0.75	1
Recorder	10	12.75	2.75	8
Sheriff	20	21.00	1.00	14
Veteran Services	1	01.50	0.50	1
Total hours	300	301.50	1.5	281

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

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	29	32
Agriculture	4	5
Air Pollution	5	6
Assessor	3	2
Board of Supervisors	5	6
Child Support Services	1	1
County Counsel	1	1
District Attorney	3	2
Elections	16	16
Finance	8	4
HHSA	147	124
Juvenile Hall	3	1
PPWA	40	50
Personnel	4	4
Probation	9	8
Public Guardian	1	1
Recorder	5	5
Sheriff	451	452
Veteran Services	2	3
Total	737	723

MITC Glenn County IS Support Team

MITC Team Member	Title	Role
David Jensen	Senior Consultant	County IS Support Team Leader
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
Gary Conway	Consultant	Onsite and Remote Support
Cory Emmett	Consultant	Onsite and Remote Support
Jerry Johnson	Associate Consultant	Onsite and Remote Support