



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

Monthly Update

- Website Design Refresh Project
 - Major components have been completed
- County Phone System
 - Call flows, procedures, greetings, menu scripts are being documented
 - HRA phone system has been deployed and is being tested
 - HHSA Scheduling is tentatively set for August 26th
- Finance OneSolution testing continues with Finance, Sungard, and MITC
- AT&T upgrade of CSME to ASE is in progress.
- VMware VDP Backup upgrade has been completed
- VMware upgrade from 5.5 to 6.0 is scheduled for Fri eve, Sept 2nd & Sat, Sept 3rd
 - Please advise all departmental users of planned outage
- Cisco Nexus 1000v is prepared for upgrade for Fri eve, Sept 2nd & Sat, Sept 3rd

Analysis of IT Hours for July & Projected Hours for August (23 days)

July				
GC Department	Projected	Actual	Variance	Planned Hours for August
County Core	40	85.25	45.25	65
Admin	30	65.25	35.25	40
Agriculture	8	11.75	3.75	18
Air Pollution	7	02.75	-4.25	5
Assessor	10	07.25	-2.75	10
Board of Supervisors	2	20.50	18.5	5
County Counsel	1	06.50	5.5	1
District Attorney	5	01.75	-3.25	1
Elections	12	07.25	-4.75	5
Finance	20	15.50	-4.5	20
Human Resource Agency	20	22.50	2.5	20
Health Services Agency	60	67.50	7.5	60
Juvenile Hall	1	00.00	-1	1
Personnel	2	09.75	7.75	2
Planning & Public Works	35	23.50	-11.5	35
Probation	5	07.00	2	5
Public Guardian	1	00.50	-0.5	1
Recorder	15	05.50	-9.5	15
Sheriff	25	19.75	-5.25	30
Veteran Services	1	02.00	1	1
Total hours	300	381.75	81.75*	340

* The majority of overage hours were attributed to Web site support for minor implementation issues and providing additional one-on-one training/support for web users who missed the training class.

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

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	36	48
Agriculture	11	12
Air Pollution	7	5
Assessor	10	11
Board of Supervisors	11	12
Cooperative Extension	1	1
County Counsel	5	4
District Attorney	0	2
Elections	9	7
Finance	18	19
HRA	120	110
HSA	25	27
PPWA	28	31
Personnel	10	9
Probation	8	5
Public Guardian	1	1
Recorder	2	4
Sheriff	22	25
Veteran Services	1	2
Total	325	335

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	Associate Consultant	Onsite and Remote Support
Jerry Johnson	Associate Consultant	Remote Support