



From: Matson & Isom Technology Consulting (MITC)
 To: Glenn County IS Committee
 Date: September 21, 2016
 Subj: IS Committee Report

Monthly Project Updates

- County Phone System
 - Call flows, procedures, greetings, menu scripts are being documented
 - Ag/Air moved onto the new system on Wednesday, September 14th
 - HHSa Go-Live is tentatively set for late October
 - GC Core Go-Live pushed to after election
- Finance OneSolution system integration testing continues with Sungard, CAMS, C-IV, Finance, HHSa, PPWA, and MITC
- Internet Service Upgrades: AT&T upgrade of CSME to ASE is in progress.
- Misc. Minor Website Enhancement Projects in progress
- Core VMware upgrade from 5.5 to 6.0 was completed successfully on Sept 2nd & 3rd
- Core Cisco Nexus 1000v network infrastructure was upgraded successfully on Sept 2nd & 3rd
- Core Backup solution (VDP) was upgraded successfully on Sept 2nd and 3rd
- New Core Citrix 7.9 solution has been built and is undergoing final testing
 - Looking to run pilot rollouts over the next week

Analysis of IT Hours for August & Projected Hours for September (21 days)

August				
GC Department	Projected	Actual	Variance	Planned Hours for September
County Core	65	82.50	17.5	68
Admin	40	43.50	3.5	43
Agriculture	18	06.75	-11.25	5
Air Pollution	5	09.25	4.25	5
Assessor	10	05.25	-4.75	10
Board of Supervisors	5	09.75	4.75	0
County Counsel	1	01.75	0.75	0
District Attorney	1	04.00	3	3
Elections	5	18.25	13.25	12
Finance	20	19.50	-0.5	10
HSA	20	58.00	38	45
HRA	60	52.25	-7.75	40
Juvenile Hall	1	00.00	-1	2
Personnel	2	05.50	3.5	2
Planning & Public Works	35	21.25	-13.75	30
Probation	5	16.00	11	4
Public Guardian	1	00.25	-0.75	1
Recorder	15	03.00	-12	12
Sheriff	30	46.25	16.25	19
Veteran Services	1	01.50	0.5	0
Total hours	340	404.50	64.5	311

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

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	66	69
Agriculture	17	14
Air Pollution	5	8
Assessor	10	11
Board of Supervisors	7	7
Cooperative Extension	1	1
County Counsel	1	1
District Attorney	2	2
Elections	11	10
Finance	23	25
HHSA	28	29
HRA	194	212
Juvenile Hall	1	0
PPWA	7	11
Personnel	0	0
Probation	6	6
Public Guardian	1	1
Recorder	6	6
Sheriff	27	26
Veteran Services	3	2
Total	416	441

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	Remote Support