



From: Matson & Isom Technology Consulting (MITC)  
 To: Glenn County IS Committee  
 Date: July 20, 2016  
 Subj: IS Committee Report

## Monthly Update

- Website Design Refresh Project
  - Major components have been completed
  - Site is live/functioning well
  - Departmental support for minor content issues continues
- County Phone System
  - Servers, routers, and most phones installed; all phones accounted for
  - Call flows, procedures, greetings, menu scripts are being documented
  - Scheduling for late July/early August cut over in progress; HHSA call flow complete
- GCSO Upgrade Project has been Implemented with VMware licensing modification in progress
- PPWA Archiving Project has been deployed to production
- Finance OneSolution Implementation Project on hold until after impending Audit is complete
- Preliminary discussions with AT&T regarding upgrade of CSME to ASE are in progress

## Analysis of IT Hours for June & Projected Hours for July (20 days)

June				
GC Department	Projected	Actual	Variance	Planned Hours for July
County Core	65	79.25	14.25	40
Admin	38	55.00	17	30
Agriculture	18	19.75	1.75	8
Air Pollution	7	02.75	-4.25	7
Assessor	10	08.75	-1.25	10
Board of Supervisors	2	01.75	-0.25	2
County Counsel	1	01.50	0.5	1
District Attorney	5	03.50	-1.5	5
Elections	7	06.25	-0.75	12
Finance	20	19.25	-0.75	20
Human Resource Agency	20	21.25	1.25	40
Health Services Agency	60	61.25	1.25	40
Juvenile Hall	1	00.00	-1	1
Personnel	2	02.75	0.75	2
Planning & Public Works	30	23.00	-7	35
Probation	5	02.75	-2.25	5
Public Guardian	1	00.75	-0.25	1
Recorder	10	05.50	-4.5	15
Sheriff	25	31.75	6.75	25
Veteran Services	1	02.50	1.5	1
<b>Total hours</b>	<b>328</b>	<b>349.25</b>	<b>21.25</b>	<b>300</b>

## Support by Department - Opened/closed tickets for June, 2016

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	53	57
Agriculture	11	10
Air Pollution	6	7
Assessor	6	6
Board of Supervisors	4	2
County Counsel	1	1
District Attorney	1	2
Elections	8	11
Finance	14	14
HRA	86	77
HSA	26	25
PPWA	35	33
Personnel	7	7
Juvenile Hall	0	0
Probation	5	5
Public Guardian	2	1
Recorder	10	6
Sheriff	27	28
Veteran Services	2	2
<b>Total</b>	<b>304</b>	<b>294</b>

## 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