



From: Matson & Isom Technology Consulting (MITC)  
To: Glenn County IS Committee  
Date: January 18, 2017  
Subj: IS Committee Report

## Monthly Project Updates

- County Phone System (core) was deployed last week
- Citrix upgrade and migration was completed last week
- Antivirus upgrade and migration is scheduled to be completed by Jan 19th
- PPWA & HHSA document imaging server implementation has been completed
  - ECS (vendor) is coordinating data migrating from Sire to LaserFiche
- Researching time and associated costs required to utilize the county core firewall (Cisco ASA) as the URL filtering and reporting tool to replace Spector. (For all departments except HHSA.)
- VMware vCloud has been sized and quoted for offsite disaster recovery

## Analysis of IT Hours for December & Projected Hours for January (20 days)

December				
GC Department	Projected	Actual	Variance	Planned Hours for January
County Core	85	161.50	76.5	85
Admin	42	41.75	-0.25	42
Agriculture	4	04.50	0.5	4
Air Pollution	4	00.50	-3.5	4
Assessor	4	01.75	-2.25	4
Board of Supervisors	2	02.00	0	2
Child Support Services	0	00.00	0	0
County Counsel	1	00.00	-1	1
District Attorney	2	01.25	-0.75	2
Elections	9	01.25	-7.75	9
Finance	9	03.50	-5.5	9
HHSA	70	64.75	-5.25	70
Juvenile Hall	2	04.00	2	2
Personnel	2	00.25	-1.75	2
Planning & Public Works	19	27.25	8.25	19
Probation	2	00.50	-1.5	2
Public Guardian	1	00.50	-0.50	1
Recorder	8	01.50	-6.5	8
Sheriff	14	20.75	6.75	14
Veteran Services	1	11.50	10.5	1
Total hours	281	349	68	281

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

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	42	28
Agriculture	7	7
Air Pollution	2	2
Assessor	3	2
Board of Supervisors	3	1
Child Support Services	1	1
County Counsel	0	0
District Attorney	1	2
Elections	9	9
Finance	6	4
HHS	88	84
Juvenile Hall	3	5
PPWA	25	26
Personnel	1	1
Probation	2	2
Public Guardian	3	1
Recorder	6	5
Sheriff	20	17
Veteran Services	4	5
<b>Total</b>	<b>226</b>	<b>202</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	Consultant	Onsite and Remote Support