



## IT Project Portfolio Updates

Dept	Project Name	Target Start	Target End	Est. Hours
Core	O365 Migration	Nov-19	Feb-20	300.5
Finance	OneSolution Upgrade	Oct-19	TBD	50
GCSO	New Line of Business Application Facilitation	Feb-19	Dec-19	40*
GCSO	Workstation Implementation	Sep-19	Dec-19	34
HHSa	Personnel Move Network Updates	Nov-19	TBD	14
HHSa	State Firewall Replacement	Nov-19	TBD	12
HHSa	Phone System Improvements Facilitation	Nov-19	TBD	35
P&CD	Facility Move	Dec-19	TBD	36
P&CD	TRACKiT Upgrade Facilitation	Sep-19	TBD	37
Recorder	eRecording Implementation & Facilitation	May-19	TBD	48
Core	Network Upgrade (Cisco DNA/ISE)	TBD	TBD	TBD
Core	Citrix App Layering (Proof of Concept)	TBD	TBD	TBD
Core	ShareFile Configuration & Training	TBD	TBD	TBD
PW	Workstation Refresh	TBD	TBD	TBD
Recorder	Windows 7 and Windows Server 2008 R2	TBD	TBD	TBD

## Outsourced IT Hours for December & Planned Hours for January (21 days)

Department	Plan (Dec)	Act (Dec)	Variance	Plan (Jan)
County Core	78	92.25	14.25	88
Admin	36	27.5	(8.50)	36
Agriculture	6	13	7.00	6
Air Pollution	4	2.25	(1.75)	4
Assessor	6	3	(3.00)	6
Board of Supervisors	12	19.25	7.25	12
Child Support Services	0	0	0	0
Community Action Dep	5	2.5	(2.50)	5
County Counsel	4	0	(4.00)	4
County General Services	6	11.25	5.25	10
District Attorney	0	0.25	0.25	0
Elections	4	0	(4.00)	4
Finance	10	10.75	0.75	10
HHSa	38	34.25	(3.75)	38
Personnel	0	1	1.00	0
Planning & Comm Dev	8	4.75	(3.25)	8
Probation	8	2.75	(5.25)	8
Public Guardian	0	0	0	0
Public Works	16	10.25	(5.75)	16
Recorder	6	4	(2.00)	6
Sheriff	38	30.75	(7.25)	38
Veteran Services	0	0	0.00	0
<b>Total Hours:</b>	<b>285</b>	<b>269.75</b>	<b>(15.25)</b>	<b>299</b>



<b>Support by Department</b> <i>Opened/closed tickets for December 2019</i>	<b># of Tickets Opened</b>	<b># of Tickets Closed</b>
Admin/Core	549	510
Agriculture	7	5
Air Pollution	3	1
Assessor	1	1
Board of Supervisors	11	14
Child Support Services	0	0
Community Action Department	2	1
County Counsel	0	0
County General Services	4	5
District Attorney	1	1
Elections	1	0
Finance	3	2
HHSA	48	51
HHSA (Internal)	4	4
Personnel	3	2
Planning and Community Development	2	2
Probation	0	2
Public Guardian	0	0
Public Works	10	9
Recorder	3	2
Sheriff	15	15
Transportation Commission	0	0
Veteran Services	1	1
<b>Total Tickets:</b>	<b>668</b>	<b>628</b>

**M&I Glenn County IS Support Team**

<b>M&amp;I Team Member</b>	<b>Title</b>	<b>Role</b>
David Jensen	Senior Consultant	County IS Support Team Leader
Corey Davies	Senior Consultant	Infrastructure Specialist
Cesar Reyes	Senior Consultant	Onsite and Remote Support
Bill Caloia	Senior Consultant	Onsite and Remote Support
Joel Biddle	Consultant	Onsite and Remote Support
Robert Holmes	Consultant	Onsite and Remote Support
Cody DeLozier	Associate Consultant	Onsite and Remote Support
Abisai Zepeda	Associate Consultant	Remote Support