



IT Project Portfolio Updates

Dept	Project Name	Target Start	Target End	Est. Hours
Core	O365 Migration	Nov-19	Apr-20	300.5
Finance	OneSolution Upgrade	Oct-19	TBD	50
GCSO	New Line of Business Application Facilitation	Feb-19	Mar-20	40*
GCSO	Workstation Implementation	Sep-19	Apr-20	34
HHSA	Phone System Improvements Facilitation	Nov-19	TBD	35
P&CD	TRACKiT Upgrade Facilitation	Sep-19	Mar-20	37
PW	Workstation Refresh	Mar-20	Mar-20	53
Probation	Windows 7 Workstation Refresh	Feb-20	Mar-20	34
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
Finance	HSD Migration to 2016	TBD	TBD	TBD
Finance	CCH System Upgrade	TBD	TBD	TBD
Recorder	Windows 7 and Windows Server 2008 R2	TBD	TBD	TBD

Outsourced IT Hours for February & Planned Hours for March (22 days)

Department	Plan (Feb)	Act (Feb)	Variance	Plan (Mar)
County Core	61.75	86	24.25	87
Admin	36	34.75	(1.25)	38
Agriculture	6	3	(3.00)	6
Air Pollution	6	0	(6.00)	4
Assessor	6	8.25	2.25	8
Board of Supervisors	12	11.25	(0.75)	13
Child Support Services	0	0	0	0
Community Action Dep	5	0.25	(4.75)	8
County Counsel	4	0	(4.00)	2
County General Services	6	6	0.00	8
District Attorney	0	1.25	1.25	2
Elections	4	6.75	2.75	6
Finance	10	15	5.00	14
HHSA	38	38.5	0.50	37
Personnel	0	3.75	3.75	4
Planning & Comm Dev	8	10.75	2.75	6
Probation	8	2.25	(5.75)	8
Public Guardian	0	0.75	1	1
Public Works	16	7.25	(8.75)	12
Recorder	6	11.75	5.75	10
Sheriff	38	21.75	(16.25)	40
Veteran Services	0	0	0.00	0
Total Hours:	270.75	269.25	(1.50)	314



Support by Department <i>Opened/closed tickets for February 2020</i>	# of Tickets Opened	# of Tickets Closed
Admin/Core	313	311
Agriculture	3	4
Air Pollution	1	1
Assessor	3	3
Board of Supervisors	7	13
Child Support Services	0	0
Community Action Department	1	2
County Counsel	0	0
County General Services	4	8
District Attorney	1	1
Elections	2	2
Finance	9	7
HHS	78	85
HHS (Internal)	18	18
Personnel	7	7
Planning and Community Development	5	5
Probation	5	5
Public Guardian	1	0
Public Works	8	7
Recorder	6	9
Sheriff	15	21
Transportation Commission	0	0
Veteran Services	1	1
Total Tickets:	488	510

M&I Glenn County IS Support Team

M&I Team Member	Title	Role
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
Robert Holmes	Consultant	Onsite and Remote Support
Cody DeLozier	Associate Consultant	Onsite and Remote Support
Abisai Zepeda	Associate Consultant	Remote Support