



From: Matson & Isom Technology Consulting (M&I)  
 To: Glenn County IS Committee  
 Date: February 20, 2019  
 Subj: IS Committee Report

### Monthly Project Updates

Dept	Project Name	Target Start Date	Target End Date	Est. Hours
<b>In Progress</b>				
Core	Exchange O365 Discovery	Nov-18	Feb-19	46
GCSO	911 Recording System Replacement Facilitation	Feb-19	Apr-19	30
GCSO	Guard1 Corrections Officer's Rounds Tracking	Feb-19	Apr-19	20
GCSO	New Line of Business Application Facilitation	Feb-19	Jun-19	40
Core	Site Improve Accessibility Updates	Dec-18	Feb-19	51
Core	Cisco Datacenter Switch Upgrade	Mar-19	Mar-19	50
<b>Scheduled/Upcoming</b>				
CGS	County Facilities Office Relocation	Feb-19	Mar-19	29
CAD	WIOA User Migration	TBD	TBD	25
Core	Exchange O365 Migration	Mar-19	Jun-19	TBD
Core	ShareFile Configuration & Training	TBD	TBD	TBD
PW	ArcGIS Portal Implementation	TBD	TBD	TBD
HHSA	HIPAA Security Assessment Facilitation	TBD	TBD	TBD

### Analysis of IT Hours for January & Projected Hours for February (19 days)

January				
GC Department	Projected	Actual	Variance	Planned Hours for February
County Core	77	122.5	45.5	69
Admin	44	23.25	-20.75	44
Agriculture	9	11.75	2.75	7
Air Pollution	7	2.5	-4.5	7
Assessor	3	9	6	3
Board of Supervisors	10	37.25	27.25	10
Child Support Services	0	0	0	0
Community Action Dep	12	5.75	-6.25	5
County Counsel	2	1.5	-0.5	2
County General Services	7	2.75	-4.25	5
District Attorney	0	0	0	0
Elections	8	3.75	-4.25	8
Finance	19	19	0	13
HHSA	40	48	8	36
Personnel	1	4.5	3.5	2
Planning & Comm Dev	2	3.5	1.5	2
Probation	8	6.5	-1.5	8
Public Guardian	0	0	0	0
Public Works	14	13	-1	14
Recorder	3	1	-2	3
Sheriff	33	42.5	9.5	33



<b>Veteran Services</b>	0	1	1	0
<b>Total hours</b>	<b>299</b>	<b>359</b>	<b>60</b>	<b>271</b>

### Support by Department - Opened/closed tickets for January 2019

Department	# of Tickets Opened	# of Tickets Closed
<b>Admin/Core</b>	153	151
<b>Agriculture</b>	8	5
<b>Air Pollution</b>	4	3
<b>Assessor</b>	10	8
<b>Board of Supervisors</b>	22	17
<b>Community Action Department</b>	10	12
<b>County Counsel</b>	3	1
<b>County General Services</b>	2	1
<b>District Attorney</b>	1	0
<b>Elections</b>	4	4
<b>Finance</b>	20	21
<b>HHSA</b>	116	116
<b>HHSA (Internal)</b>	37	42
<b>Personnel</b>	5	6
<b>Planning and Community Development</b>	3	5
<b>Probation</b>	8	6
<b>Public Guardian</b>	0	0
<b>Public Works</b>	24	24
<b>Recorder</b>	3	2
<b>Sheriff</b>	48	43
<b>Transportation Commission</b>	0	0
<b>Veteran Services</b>	2	2
<b>Total</b>	<b>483</b>	<b>469</b>

### 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
Joel Biddle	Consultant	Onsite and Remote Support
Gary Conway	Consultant	Onsite and Remote Support
Cory Emmett	Consultant	Onsite and Remote Support
Robert Holmes	Consultant	Remote Support
Cody DeLozier	Associate Consultant	Onsite and Remote Support
Brandon Morgan	Associate Consultant	Onsite and Remote Support
Abisai Zepeda	Associate Consultant	Remote Support