



From: Matson & Isom Technology Consulting (MITC)
 To: Glenn County IS Committee
 Date: October 19, 2016
 Subj: IS Committee Report

Monthly Project Updates

- County Phone System
 - Call flows, procedures, greetings, menu scripts are being documented
 - Ag/Air moved; HHSa planned for October 28th; and GC Core after the election
- Finance OneSolution is now live and running in production
- AT&T upgrade of CSME to ASE has begun
- Misc. Minor Website Enhancement Projects in progress
- New Core Citrix 7.9 solution has been built in parallel and is undergoing thorough testing
- Procurement of hardware and software for fiscal year 2016/17 has begun.
- August Hours (no IS Committee Meeting) Projected: 340hrs; Actual: 404.5hrs; Variance: 64.5hr

Analysis of IT Hours for September & Projected Hours for October (21 days)

September				
GC Department	Projected	Actual	Variance	Planned Hours for October
County Core	68	142.25	74.25	65
Admin	43	34.25	-8.75	35
Agriculture	5	16.50	11.5	5
Air Pollution	5	05.75	0.75	5
Assessor	10	04.25	-5.75	10
Board of Supervisors	0	09.25	9.25	1
County Counsel	0	01.50	1.5	1
District Attorney	3	02.50	-0.5	3
Elections	12	10.75	-1.25	10
Finance	10	10.50	0.5	10
HHSa	85	23.75	-61.25	80
Juvenile Hall	2	00.00	-2	2
Personnel	2	00.25	-1.75	2
Planning & Public Works	30	19.00	-11	35
Probation	4	20.25	16.25	4
Public Guardian	1	00.50	-0.5	1
Recorder	12	06.50	-5.5	10
Sheriff	19	36.25	17.25	20
Veteran Services	0	00.00	0	1
Total hours	311	344.00	33	300



Support by Department - Opened/closed tickets for September, 2016

Department	# of Tickets Opened	# of Tickets Closed
Admin/Core	46	47
Agriculture	14	17
Air Pollution	7	6
Assessor	4	5
Board of Supervisors	6	3
County Counsel	1	1
District Attorney	4	4
Elections	7	8
Finance	18	20
HHSA	141	139
Juvenile Hall	0	1
PPWA	101	89
Personnel	2	2
Probation	9	10
Public Guardian	1	1
Recorder	3	4
Sheriff	21	26
Veteran Services	1	2
Total	386	385

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
Jerry Johnson	Associate Consultant	Remote Support