INFORMATION SERVICES

POLICY COMMITTEE

REPORT

March 13, 2008

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INFORMATION SERVICES

POLICY COMMITTEE

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INTER-OFFICE MEMO

TO: Information Services Policy Committee

FROM: Doug Thomas, Information Services Manager, Information Services

DATE: March 13, 2008

SUBJECT: Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1. InterLinc eGov

Completion of the first of a series of IntraLinc employee self server modules goes live on 03/13/08. Detailed information for each pay period, including YTD balances, with a pay-stub print option, can be accessed by all employees. User id and password is required to access the ESS module and an additional prompt for last name, DOB, and last 4 digits of SSN will be required to access the Payroll Information. (Logging of each access is also done). Windstream will do a mass mailing (177,000) with InterLinc inserts this summer. Chris is coordinating additional Web Assistant I classes with each of the department's senior Web Assistants. Chris continues to work on the expanded Parks Updatable Tee Time Reservation System and will demonstrate the production version on 03/17/2008. Terry is working with Delayne Peck from LAAA and Doug Ahlberg on a Special Needs Registry that will help identify individuals for first responders in a disaster situation. Terry will participate in webinar on 3/26/08, along with the other #1 Digital City Survey winners.

2. County Attorney/Public Defender Case Management System

Public Defender went live on 01/07/08. See ISPC status report.

3. Equipment Management System

Scheduled to go live after 04/01/08. Please see ISPC status report.

4. EnterpriseOne (PeopleSoft)

Conversion planning and contracts for version 8.12 should be completed by 03/31/08. Conversion should begin by 06/01/08 and take about six weeks. This system has stabilized, and we continue to expend less than the monthly budgeted support costs.

OPERATIONAL

The IBM z/890 Enterprise Server prime shift utilization was 56.2% in February compared with 56.8% in January. There were 2,534,021 CICS transactions executed which included 462,207 web transactions. We migrated to a new production DB2 database system on Saturday, February 23rd. During the time of 3:10am and 7:20am we had to shut down customer access to get the data copied.

The CJIS Alpha Server prime shift utilization was 67% in February compared to 61% in January.

The County PeopleSoft AS/400 prime shift utilization in February was 6.93% compared to 5.84% in January. Disk utilization is 49.1%. We have started to discuss an operating system upgrade to release 5.4 for this platform.

The City Finance JDE AS/400 prime shift utilization in February was 12.93% compared to 13.74% in January. Disk utilization rose again slightly to 73.8%.

PROJECT

REPORTS

COUNTY ATTORNEY/PUBLIC DEFENDER
CASE MANAGEMENT

Project Manager: **Mark Wieting** **March 13, 2008**
Analyst: **Jim Jambor**

Project Description:

The County Attorney currently has a case management system which was implemented as a mainframe system in 1985. The Public Defender's system, also a mainframe system, was implemented shortly thereafter. Both systems have served well, and over the years have had many enhancements and changes performed. Both agencies would like to take advantage of new technology to assist in their management of cases and Attorneys within the office. This would be especially beneficial in the areas of document generation and communication with clients, witnesses, defendants, victims, and other agencies. The new system should not lose any of the functionality of the current systems, should have the capability of sharing non-secured data between the two agencies, and add more capabilities such as word processing, email, and the web.

Current Events:

02/08 * DefenderData will continue to make changes for the Public Defender's office for the next several months. I would guess that work won't start with the County Attorney until April at the earliest.

Future Events:

This will close the Case Management project until defenderData begins work on the County Attorney side. This will probably begin in late summer, 2008.

History:

10/03 * System requirements were completed and approved by both agencies. The project was put on hold by the County Board pending funding issues.

01/05 * Board approval was given to continue with the project, however, due to I.S. commitments to other projects, work will be delayed for several months.

10/05 * Representatives from both agencies, plus Information Services were present for a demonstration of Justware from NewDawn Technologies. This is a packaged software product for case management for Prosecutors and Defenders. It has many very nice features, although, it lacks an evidence tracking module and a speedy trial calculator, which are two very important features that will be required in a new system.

11/05 * The web shells were reviewed with staff from both the County Attorney and Public Defender Offices. Both agencies have expressed a desire to have I.S. write the new system using the web shells, provided it has the desired functionality. Of course, time and cost will also play important in this decision. We seem to have a new account representative from NewDawn. I am waiting to find out who will be our new representative.

12/05 * Our NewDawn Account Representative is John Wilkins. I have talked to him a few times and sent him our rules on speedy trial. I have asked for some ballpark pricing, but have not heard back from him yet. We met with Chris, Nick, and Terry to discuss the feasability of some of the functions within the web shells. Although, some of this has not been done yet, the general feeling was that it could be done within the web shell guides.

01/06 * We had a demonstration of defenderData on January 25th. I think everyone who took part was rather impressed, enough so, that we have decided to pursue this a little further. We will be meeting in early February to decide what steps to take next. I will find out what the current operating costs for both systems are prior to that meeting.

02/06 * Both the County Attorney and Public Defender have created a list of additional questions for defenderData. I will be forwarding this on in early March.

03/06 * DefenderData has responded positively to all of our questions, saying they feel that they can do our customization under their no-charge policy. We had another demonstration of the system for a few people who were not present for the first one.

04/06 After another demonstration from defenderData, it was decided to pursue this system further. A data confidentiality agreement was signed by both parties, so we sent all of the file and record layouts, as well as complete data from the Public Defender's current system. As soon as the County Attorney agreement is received, we will send their data also. DefenderData will be converting our data to their database so that we may begin a test of their system.

05/06 * The County Attorney has drawn up their confidentiality agreement, and it was signed by defenderData. All data files from the County Attorney system were then sent so that they now have the complete set of data from both agencies.

06/06 * All data from both the Public Defender and the County Attorney systems was sent to defenderData to be loaded into their database. After encountering some problems with the delimiter in our interface files, a new delimiter was used and all data was successfully sent to their server.

07/06 * DefenderData continued to load our data into their database. No other action was taken on this project.

08/06 * DefenderData continued to load our data into their database and should be completed early next month.

09/06 * DefenderData finished loading the data into their database and began screen changes. Workload prevented them from moving very far on this project.

10/06 * DefenderData completed initial screens to display our data and we viewed them during a demonstration on October 6th.

11/06 * No action was taken on this project as defenderData finished up some of their production projects.

12/06 * A demonstration of both the current systems for the Public Defender and the County Attorney was held for defenderData on December 1st. This was to give them some idea of how the systems are being used, and hopefully a little insight to the behind the scenes workings. Samples of all documents printed interactively were sent to them also.

01/07 * DefenderData continues to make changes to the development system.

02/07 * An onsite by defenderData staff was held February 6th - 9th. They installed a development system on several PC's in the Public Defender and the County Attorney's offices, and allowed staff to use the system and provide feedback while they performed requested changes. They left the system in place while they returned to Utah, where they will be responding to additional change requests as they come up. They have stated that they feel the Public Defender could be live by the end of March.

03/07 * DefenderData continues to accept changes proposed by the Public Defender and County Attorney. A spokesman for the company feels that the Public Defender could be implemented by the end of May, 2007.

04/07 * The Public Defender had a conference call with defenderData to review a list of change requests. They will categorize each request as to whether or not it will be addressed immediately, as part of a second phase, or will only be done per charge.

05/07 * DefenderData continued to complete requested modifications. At this point, all effort is being put into getting the Public Defender up and running. The implementation date of June 18th will not be realized. Implementation is now being set for the week of July 16th.

06/07 * DefenderData continued to complete requested modifications.

07/07 * Web training sessions were held July 12th, 13th, and 14th, and new versions of the software were deployed on July 16th.

08/07 * DefenderData spent most of the month working on the batch interface data from JUSTICE. They are having a hard time determining which fields in the database match up with the interface records and what the updating rules should be. There is a conference call scheduled for early next month on this topic.

09/07 * DefenderData continued working on the interface process. We created an interface document which outlined the fields we currently use from the JUSTICE interface and some of the rules for update. This was sent to them to assist with their interface process design.

10/07 * DefenderData will continue working on the interface process. I believe the interface and the offense table are really the last two obstacles. Once the Public Defender piece is finally completed, it will also follow the design of the County Attorney system. This should mean a shorter design period for the County Attorney.

11/07 * DefenderData continued to work on the interface process, both from the JUSTICE system and from the County Corrections system.

12/07 * Gordon from defenderData was here for an onsite visit early during the month to get face to face feedback on the screen designs and to review the interface update process. We finalized the interface records between Justice, CJIS, and defenderData. The local server was ordered and scheduled to arrive in early January.

01/08 * The defenderData system was installed in the Public Defender's office on January 2, 2008 and at that time use of the mainframe system was discontinued. The local server arrived the first week of January, and was configured and the system was converted to it during the second week of January, 2008.

CITY EQUIPMENT MANAGEMENT

Project Manager: **Scott Zimmerman/Mark Wieting** **March 13, 2008**
Analyst: **Chad Peters**

Project Description:

Public Works has been looking to replace their current Equipment Management system, which is a purchased package incorporating VSAM files. A new system, to be written by Information Services will use browser based screen presentation with DB2 on the mainframe as the database manager. It will include modules of Units/Equipment, Parts/Inventory, Repair Orders, Gas/Fuel, Billing, and Depreciation/Replacement. It will also allow for participation of other agencies, specific targets being Police Garage, Fire Department, StarTran, and Lancaster County Maintenance, if they so desire. Where feasible and practical, it shall make use of wireless technologies, bar codes/scanners, remote and internet access.

Current Events:

02/08 * The essential items on the outstanding task list were completed and training was scheduled for the second week of March.

Future Events:

03/08 * Training on the system will be held March 11th - 14th. Following that will be a review of any changes requested from the training sessions and the setting of the implementation date.

History:

01/07 * Meetings were held to review the current system and to discuss bottlenecks, desired new features, and flow of information between modules. Interviews were held for Units, Parts, Repair Orders, and Gas/Fuel. Notes from these meetings are being assembled to be used in a Requirements Document.

02/07 * Interviews continued for Billing, Budgeting, and Depreciation. Also, meetings were scheduled with the other agencies to get their input of additional features. Work was started on the Requirements document. Interviews were completed for all modules, but some will require additional follow up meetings.

03/07 * The interview process for all modules was completed and work began on the requirements. The team met with County Maintenance, Fire Department, Police Garage, and StarTran to get an idea of how they are handling equipment and maintenance, and to check out their interest in being included in this project. They also downloaded a trial copy of fleet management software from RTA to evaluate and plan on downloading another sample from IMS.

04/07 * The SRD document was completed and will be sent to the customer for approval in early May. We will be scheduling a demonstration of the software produced by RTA in the near future. Database table design was finalized and work began mapping data from the old files to the new tables.

05/07 * The database mapping was completed and a full conversion of production data was performed successfully. We met with members of Fleet Services and they have expressed their desire that I.S. develop the new system as opposed to a purchased package. The screens for maintaining the validation tables have been completed and work has begun on the Repair Orders and Vehicle master screens.

06/07 * It was decided that the team would code the inquiry portion of all screens to use as a prototype for the system. All but 3 programs have been completed in this fashion. When these are totally done, they will be presented to the customer for testing and feedback.

07/07 * The display only versions of all screens were completed and the customer review was set for early August.

08/07 * Customer testing of the display screens was done and coding for the update and insert portions of the programs has begun. Most of these changes should be complete within next month..

09/07 * 95% of the coding has been completed. Remaining are some programs for Parts Inventory and Preventative Maintenance. The PM changes are a result of some requests introduced by the customer. Also, as a result of some early customer testing, there will be removal of several fields from the Unit Detail screen.

10/07 * The team had three review sessions with Jim Chiles during the month, going over parts, repair orders, and billing. Chad will be writing up the changes which come out of these sessions when they are completed. Jim Chiles has stated that the December/January time frame will be a busy time for them and that training and implementation would not be good at that time.

11/07 * The review sessions with the Public Works staff were completed and a list of outstanding tasks and estimate was compiled. Based on this list, and compared to time reported, so far against the project, it appears it will be short some 258 hours from the original budget. I will continue to monitor progress on the outstanding tasks against time reported. The system was demonstrated to the Fire Department who shows some signs of interest in
using it.

12/07 * An additional 258 hours was added to the budget, which was carryover from the previous year. This will be needed to complete the tasks which are still outstanding, which including training, implementation and yet unnamed reports are estimated at 243 hours as of the beginning of December. Work will continue on these tasks with up to two I.S. staff members.

01/08 * Chad has received 4 additional changes to the system which should be completed within the current budget. He also has received samples of several reports from Jim Chiles which he would like to be part of the system, but had not been previously identified. Chad will determine if these can wait until after implementation. Training has been scheduled for March 11, 12, 13, and 14, 2008.