



COUNTY OF EL PASO
INFORMATION TECHNOLOGY DEPARTMENT (ITD)

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MEMORANDUM:

TO: County Judge Anthony Cobos
FROM: Peter Cooper *PC*
Chief Technology Officer
DATE: February 16, 2010
SUBJECT: Department Report for Commissioner's Court
Monday, February 22, 2010

Approve and authorize the quarterly report for Information Technology Department.

cc: Commissioner Anna Perez, Pct. #1
Commissioner Veronica Escobar, Pct. #2
Commissioner Willie Gandara, Pct. #3
Commissioner Daniel R. Haggerty, Pct. #4
County Clerk's Office

Information Technology Department Quarterly Report

ITD EXECUTIVE SUMMARY

The following report includes current status of the Information Technology project for the County of El Paso, ITD training for County employees, purchases, and bids.

MISSION STATEMENT

The mission of the Information Technology Department is to provide cost-effective computer systems to enable County Departments to achieve their goals. ITD assists the County, City and other entities in effective management, administration, and delivery of a wide variety of quality services to the taxpayers of El Paso; to utilize the tools of technology to provide the widest possible access to computer systems; to understand our customers business processes so that we are able, through the delivery of our services, to "Add-Value" to those processes; to anticipate and respond to the requests and the changing needs of our customers and to provide appropriate support in the use of these systems.

ACCOMPLISHMENTS FOR CURRENT REPORTING PERIOD (November, December 2009 and January 2010)

PC/Network/Applications/Server Support

- Installed memory upgrades on several server systems for increased performance
- Installed Disk Quotas on File Server to conserve disk space
- Planned a Disaster Recovery Method to protect all servers
 - Cluster SQL
 - Mirror Databases
 - Failover SANS
 - Exchange Failover Testing
 - JIMS Failover Testing
- Continue Migration for the moving of all servers from Courthouse to MDR
- Researched new Virtualization Strategies to aid in server consolidation
 - Build a VMWare Cluster
 - Install and test VMotion
 - Migrate physical servers to VM environment
- Continued the Systems Center Testing
 - PC Asset Tracking
 - Reporting
 - Remote Desktop
- RMS Support
 - RMS 8.2 Upgrade
 - Event Log Monitoring
 - Modify JIS Data Exports from Charge to Arrest Table
 - ILeads Training for DA intake Screening Unit
- Implemented Pilot for new wireless at Court House
- Established full BGP routes to Time Warner Telecom (2nd Provider) for redundancy
- Established Time Warner Telecom as primary provider
- Incremented primary Internet bandwidth
- Established/Finalized MDR network redundancy
- Upgraded Core Switches at MDR for Network redundancy/Optimization
- Optimized network bandwidth to MDR for Server Room/RMS
- Finalized testing of new JIMS/Itanium servers for go live

- Installed Redundant Fiber Path to MDR from Court House for "Fiber ring" design
- Researched Wireless footprint at JPD
- Planned Wireless deployment at JPD
- Replaced State (OAG) JIMS ISDN connectivity for improved performance
- Planned ARAMARK Wireless Commissary deployment at DDF and Annex
- Researched new AVL/VRM replacement for Sherriff/Constable 911 new CAD rollout
- Integrated 911 new CAD network to County Network for "Public Safety Network"
- Upgraded Court House Core Switch/Routers for MPLS connectivity

Software Applications Development & Support

- Ongoing Revisions/Upgrades to Existing Database Applications
- Daily HEAT Call Support
- Novus Agenda Support
- Microsoft Office Support
- Microsoft Office 2003/2007 Interface Training
- Microsoft Office 2007 User Training (Excel, PowerPoint & Word)
- County Attorney Access Database Maintenance/Update
- Continued Migration of SQL 2000 Applications to SQL 2005
- Deployed E-Citation Processing and Reporting
- TitleRunner Application for Tax Assessor
- Secure Gate Updates for Civil, Criminal and Law Enforcement Web Modules
- VITS Annual Tax Reporting
- JPD E-Financial Tracking
- Centralized Application Security Software
- Enhance Juvenile Court System (JCS) to Block Sealed Cases
- Smart Inventory Device Tracking
- District Clerk Document Management System for Historical Back Scanned Documents
- Created new overtime codes for grants and generated reports.
- Printed W2's for County of El Paso Employees and put on-line in the KRONOS System.

JIMS Support

- PID Merge Corrections
- Daily HEAT Call Support
- IT Steering Committee Meetings
- Odyssey Contract Negotiations
- Jail Gang Data Analysis
- VINES Processing
- County Clerk Collection & Assessment Court Report
- Deployed all OAG Mandated Modifications
- Initial Mass PID Merge Analysis for Committee Review and Action
- Completed JIMS Data Assembly and Query for DA Paperless Processing
- PIA Report Process for Justice of the Peace Civil Cases
- Jail Warrant Export Process
- Departmental Internal Audit Support
- Justice of the Peace Automated Disposition Reporting

JIS Support

- Continued Data & Application Support
- Continued Develop County Attorney Electronic Forms
- Continued User Training

- Help Desk Training
- Court Services Documents
- Deploy District Clerk Final Disposition Processing
- Add and Train Law Enforcement Entities for Juvenile Processing

RMS Support

- Daily Heat Call Support and Maintenance
- Index Analysis and Tuning
- Status Update Meetings on CR/SR Issues
- RMS I/Leads Application Training
- Deploy and Train Field Contact Module
- Train on Gang Module Modifications
- Review 911 CAD – I/Leads GEO Map Implementation Plan
- Add New Law Enforcement Agencies
- Deploy New Legislative Mandated Crash Report
- Deploy Evidence Collection Module
- Deploy Fleet Inventory Module
- Implement Calls for Service Module to Allow Auto Case Assignment in the Field

SQL Database Administration

- Continued Migration of County Applications from SQL 2000 to SQL 2005
- Planning and Implementation of City to County RMS Server Failover
- Continued Testing of SQL 2008 Server Functionality and Reporting Services
- Configuration of ILeads/CAD Test Server for Interface Testing for 911 CAD Migration
- SQL Database Administration Cross Training
- Update Current Server Packs for SQL 2000 & SQL 2005 Production Servers
- Compatibility Upgrades on Production SQL Servers
- Apply and Document SQL Risk Assessment Recommendations per Microsoft Evaluation

E-Government and Development

- Review and update content discrepancies on the Web.
- Website maintenance to ensure clean links and reduce redundant information.
- Monitor website usage (using tracking reports).
- Record and stream live on the Intranet/Internet the Commissioner's Court meeting as well as the Special County meetings
- Record Videos for Commissioner Haggerty and Commissioner Escobar on a monthly basis
- Continuously working with the City of El Paso – Channel 15 to broadcast Commissioner's Court meeting and Special meetings.
- County Clerk archives DVD of Commissioner's Court and has duplication equipment available for public video requests.
- Train ITD personnel on setup and operation of video equipment
- Train select County employees on usage of new Blog software
- Train and support our content management users on usage of Contribute software
- Launched new section on County homepage called "Transparency in Government"

ITD Administration

- Presented the ITD Quarterly Report to Commissioner's Court on February 22, 2010.
- Payrolls approved and submitted in KRONOS. Applied furlough holidays for November

- 11, 2009 and February 15, 2010
- Monthly Activity (*utilization*) Trends will be generated by the Activity Manager Program to track performance measures for FY 2009.
- Provided monthly entity billings and annual maintenance charges for the City of El Paso, Office of the Attorney General (OAG), and US District Court-Probation
- Performance Evaluations for IT staff were performed and sent to HR.
- IT presentation for the County of El Paso's New Employee Orientation December 9, 2009
- IT presentation for the County of El Paso Sheriff's Office Training Academy on January 25, 2010.
- December 22, 2009 the Interlocal Agreement between the City of El Paso and the County of El Paso was approved regarding the management services by the County for the City's IT Department.
- Provided to Commissioner's Court an update on the progress of the County's Data Center.
- Met with the HR committee and Commissioner's Court approving the wavering of the County-wide hiring freeze for a Director of Information Technology position and the Website position remains at a freeze for the remainder of FY2010 and ITD provide a savings of \$79,000 from the staffing budget.
- Major Contracts and/or Annual Maintenance Renewals for FY2009-2010:
 - The Client Support and Software Services Agreement with Tyler Technologies, Inc. (TSG)
 - Received approval to solicit a bid for the Microsoft Enterprise Agreement renewal
- The transfer of unserviceable equipment from ITD to the County Purchasing Department
- Provided JIMS Steering Committee minutes for meetings in November and December.

ITD Employee Professional Travel/Training

- SharePoint Business Manager Training Class November 9-13, 2009 Oscar Viggers and Jon Guerra.
- GTC Southwest 2010 Conference February 17-18, 2010 Peter Cooper.

Microsoft Training for November, December 2009 and January 2010

- Excel 2007 Foundation - 14 Attended
- MS Office 2007 Interface Orientation – 26 Attended
- PowerPoint Module 1 – 10 Attended
- Word Module 1 – 14 Attended

OBJECTIVES FOR REPORTING PERIOD **(February, March, April 2010)**

PC/Network/Applications/Server Support

- Virtualize the existing Web Farm to VMware
- Plan to move the back-up SAN to MDR building
- Plan and deploy a redundant file server using Windows Server 2008 technologies
- Research Terminal Server Gateway product
- Upgrade to new Citrix Server version 5
- Develop the SharePoint 2007 Deployment
- Test Document Sharing among teams
- Plan a Disaster Recovery Method to protect all servers

- Continue Migration for the moving of all servers from Courthouse to MDR
- Continue the Systems Center Testing
- RMS Support
 - RMS 8.2 Upgrade Issues Resolutions
 - Event Log Monitoring
 - Modify Data Exports/Imports
 - ILeads Training
- Continue Data Center Design with EPCC and City of El Paso
- Work with City of El Paso to deploy a Web Filter Appliance
- Work with City of El Paso to design a new Server Infrastructure
- Work with City of El Paso to Upgrade the IronPort Email Gateway
- Install ARAMARK Wireless Commissary deployment at DDF and Annex
- Test new AVL/VRM replacement for Sherriff/Constable 911 new CAD rollout
- Test of MPLS/VRF network “clouds” for new Public Safety/911 CAD rollout
- Work with City of El Paso to upgrade network Core
- Work with City of El Paso to design new Fiber build
- Work with City of El Paso to re-engineer current network design/Connectivity
- Work with City of El Paso to prepare equipment for MPLS/VRF testing
- Work with City of El Paso to deploy River Bed Wan Optimization
- Work with El Paso 911 with new CAD network design

Software Applications Development & Support

- Addition of Births Module to TrackNet Plus
- Online Volunteer Tracking for Sheriff's Office
- SQL 2005 Application & Database Migration
- Re-Write JIMS Internet Search Applications
- District Attorney Paperless Prosecution Project (RMS I/Leads Interface)
- Road & Bridge Sewage Permitting
- Upgrade Web OS and IIS Software
- E-Pay for DRO
- 911 CAD Web Service
- Title Rejection Upgrade for Tax Assessor
- In-House Imaging Storage Software
- VRAP Reporting Changes
- Replace Buffalo Drug Court Applications (with Household)
- Continue review of RFP for ERP System
- Electronic Probable Cause Processing
- Justice of the Peace Internet Search Application
- Sex Offender Registration and Reporting Application
- JPD E-Financial Tracking Phase II

JIMS Support

- DRO – Phase II Enforcement Enhancements
- DRO E-Pay Process
- Constable Activity Log
- PTD Processing Enhancements
- Business Intelligence Export Enhancements
- DA Historical Case Database Conversion
- Probation Inter/Outer State Compact Processing
- Constable Civil Subpoena Tracking Database

- Adult Probation CSTS Report Auditing
- JIMS Server Migration
- Odyssey Technical Integration Review
- Scofflaw Processing Enhancements
- District Clerk Juvenile Case Processing
- District Clerk Juvenile OCA Reporting
- 911 CAD Data Interface
- 243rd District Court Bond Reporting

JIS Support

- JPD Performance Measurements Report Card Project
- County Attorney Tab Modifications
- District Clerk Document Filing Queue
- Livescan Fingerprint Implementation
- Integrate Victim Services Tab

SQL Database Administration

- Continue Migration of County Applications from SQL 2000 to SQL 2005
- Implement New RMS Seamless Failover Strategy
- Continue SQL and RMS\ILeads Cross-Training
- Recommendations for Implementation of SQL 2008
- Complete SQL Risk Assessment Recommendations
- Complete Training and Certification on SQL 2008 Platform
- DPS CR43J & CR44J Electronic Reporting
- City AFIS Interface

RMS Support

- Status Update Meetings on CR/SR Issues
- Field Contacts for Gang Module Updates
- JIMS/RMS TRN Export/Import Process
- RMS to Livescan Export/Import
- Prepare for RMS Failover to County Cluster
- Add New Agency (UTEP PD)
- Pawn Import
- Implement Gang and Field Contact Modules
- Automate Tracking of Evidence Inventory
- Integration of 911 ICAD Map

E-Government and Development

- Attended the NAGV (National Association of Government Webmasters) Conference
- Stream videos for the Sheriff's office.
- Stream videos for department heads.
- Train new interns on setup and operation of video equipment.
- Develop community outreach program to promote EPCounty.com
- Organize technology in Commissioners Courtroom. Suggest alternative audio technology for recording Commissioners Court meetings.
- Deploy hearing impaired video access solution.
- Picture taking for the County Judges, Constables and Department Heads
- Creation of Commissioners Court Directory

- New web Maps
- New Kids Section
- HR Video for New Employee Orientation
- Redesign County Intranet
- Start working with City of El Paso webteam

Administration

- The next IT Department Quarterly Report will be due to Commissioner's Court on May 10, 2010.
- Payrolls to be approved and submitted in KRONOS. Provide updated authorizations to approve timecards. Apply furlough day for April 1, 2010.
- Continue tracking and implementing the ITD Operating Budget for FY2010
- For FY2011, work on requested 5.2% budget reductions
- Work with HR and Auditors in hiring for the Director of Information Technology position and subsequent vacancies in the department. \$79,000 savings in the staffing budget.
- Monthly Activity (*utilization*) Trends will be generated by the Activity Manager Program to track performance measures for FY 2010.
- Performance Evaluations for IT staff are scheduled by seniority dates.
- Bid request to awarded to furnish and install a 20-ton air conditioning unit in the ITD Server Room located on the 3rd floor of the MDR building
- Bid to be awarded for the Microsoft Enterprise Agreement
- Provide Auditors monthly entity billings for the City of El Paso, Office of the Attorney General (OAG), and US District Court-Probation