

INFORMATION TECHNOLOGY SOLUTIONS

Mission: Partnering with our customers to provide dynamic IT solutions

Vision: ITS Anytime, Anywhere

Values:

1. Innovation
2. Teamwork
3. Service
4. Communications

Accomplishments

MANAGING FOR RESULTS

ITS works closely with the Countywide initiative “Managing for Results.” This report outlines accomplishments in the four M4R strategies to result in a “Balanced Scorecard.”

Build the Community

Manage the Resources

Run the Business

Develop the Employees



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2009 was a year of change for the ITS Department. In July, Steve Brumm, the current director and an IT employee for 42 years, retired. It was the end of an era. Steve left GIANT shoes to fill and the nation-wide search for a new director began immediately. There were bumps along the way, but a new director is finally on his way, Jim Burke. Jim will begin on March 1, 2010, and we all are look forwarding to welcoming Jim to Olmsted County and to our ITS family.

The economy did not improve much during the year, so each County staff person contributed 64 hours of voluntary unpaid leave throughout the year. Additionally, capital expenses, staff development, and many other reductions were made to the IT budget. Since user departments were experiencing the same cutbacks, revenues for IT services were down, causing us to budget and re-budget several times during the year.

We continue to focus on technologies that are critical to our organization—meeting our customers' needs, improving communications and implementing best practices; leveraging technology that's strategic – expanding SharePoint to Extranet and Internet, utilizing web program development languages, increasing equipment virtualization and developing technologies that increase efficiencies – such as workflow application. We are also working with other Counties and the State to develop partnerships.

Things we are working on for 2010 include:

- Upgrade and move our Law Enforcement program, New World Systems, from the AS/400 to a Microsoft server environment.
- Finalize our decision on the purchase of a new tax system.
- Investigate the purchase of a new time system.
- Provide the ability for our customers to conduct on-line credit card transactions.
- Continue updating our infrastructure--network core replacement,
- Develop SharePoint workflow applications

The IT managers and staff have accomplished much in 2009, even with the reduction in staff hours and overall budget reductions. Our dedication, enthusiasm, and willingness to celebrate together are the reasons for the ITS Department's success. One of our successes was placing fifth in our category (population of 150,000 or less) in the national Digital Counties Survey.

The County IT department is able to accomplish the many things that we do with the great support we receive from our customers. This support is strengthened by the great relationship that we have with our Technology Committee. Thank you to the Technology Committee and to their fearless leaders in 2009—Co-Chairs Wilfredo Roman-Catala and Mark Ostrem.

— *Mary Callier, Associate County Administrator*



ADC Wiki

In 2009 the Olmsted County Adult Detention Center (ADC) and ITS collaborated to develop a SharePoint Wiki page. A wiki is considered to be the fastest, easiest way to post and edit content to a shared web page using only a browser. In fact, “wiki” is the Hawaiian word for fast. Our goal was to streamline an important internal jail process by allowing those individuals charged with maintaining and distributing updated jail policies the ability to rapidly get this information into the hands of those who need to be in compliance with these policies. The SharePoint wiki was the answer to that need.

As the ADC must adhere to numerous Federal and State mandates it is important that all staff be informed of these changes as rapidly as possible. The ADC Training and Compliance Deputy routinely receives policy changes from management or other sources. As these arrive he/she adds these changes to the existing ADC policy manual by entering into the process we have developed. When a new change is placed on the wiki, a workflow is initiated. This workflow routes an alert to designated ADC management letting them know a policy change has been made. This alert contains a link to the specific file that has been added or changed with highlighted text denoting the individual changes. Management may then review these changes and either accept or decline them. If the change is declined the policy is routed back to Training and Compliance with any corrections management would like to see. This process is repeated until the new document has met final approval. Once the policy is in its final form the workflow posts the new information on the wiki where all staff may review it. The previous policy is retained and remains viewable for legal reasons. This is done through Document Versioning.

To further ensure that these new policies are viewed by all staff, an additional step was added. All new policies appear on the main page of the “Jail Wiki.” After deputies have reviewed new policies, an electronic form is sent to the Training and Compliance Deputy for record keeping purposes. This verification is important as it assures ADC management that all employees have been made aware of changes in policy.

This new process has saved the Training and Compliance Deputy around six days of work each year by eliminating manual processes and the need to maintain records in separate databases. By providing the ADC with an easy to manage, single source for this important function, we have made a positive change in how they do their business.

Staff involved: Terry Gintz, Matt Bologna, Ted Maeder, Tom Salmon

Pandemic Project Completed

A project which included 45 group meetings, hundreds of hours of processing, and excellent communication between internal and external customers was completed in November 2009. A business impact analysis was conducted with all customer groups to learn their critical services and resources needed for the services and the results were assembled in a list on the team site of the ITS team portal. New processes were created to assist users with temporary VPN access should a pandemic outbreak affect their department or families. Several departments took advantage of the opportunity to pre-request the access and setup which expedited the process when the time came to implement the temporary access.

Staff involved: Sandie Balash, Leonard Woodcock

Social Networking

During fourth quarter 2009, ITS set up a Twitter site after receiving a request from Public Health for the purpose of receiving H1N1 influenza responses. The Technology Committee then met to discuss the future of social networking in Olmsted County. A subcommittee of the Technology Committee was formed to look at policies and best practices. This policy work continues into 2010.

Staff involved: Terry Thisius, Tom Salmon, Nick Ryan, Kari Etrheim, Sue Dixon

Build the Community

Time Off Request Work Flow

An electronic time off request system was created in 2009 utilizing SharePoint workflow. Staff can request time off electronically through their team portal or team site, and workflow automatically routes the request to the appropriate manager. The manager can then approve or deny the time off, and it is placed on a SharePoint calendar where the team or department has access to view all time off requests centrally. This process has helped reduce staff time that previously was required for manual paper processes.

eCharging Project in Olmsted County



Olmsted County has gone into production processing with the Minnesota Department of Public Safety (DPS) Bureau of Criminal Apprehension's (BCA) new eCharging system. The major benefit we have realized by virtually all players in the process has been the streamlining of daily charge processing. Officers, records, attorneys, and the courts and judges can now move through the process without

handling paper. Olmsted County's main point of contact throughout the pilot phase of this project has been Terry Gintz, IT Business Analyst in Information Technology Solutions (ITS).

The new system is improving public safety and saving staff time for law enforcement and the courts in select Olmsted County. DPS plans to expand eCharging by including DWI Arrest processing across our County and in other parts of the state during the spring and summer of 2010. Minnesota is believed to be the first state to utilize an entirely paperless process to charge suspects in criminal cases. eCharging provides more accurate and complete criminal justice information by allowing law enforcement and prosecutors to electronically prepare and transmit charging documents in real-time with the courts.

The delivery system has delivered a more efficient use of personnel and other resources by eliminating duplicate data entry and forms, and time and travel for document delivery, especially in Greater Minnesota. The process now allows a criminal complaint to be processed in as little as 30 minutes, without any parties leaving their desks. Previously, with no centralized process available, it could take up to a full day, especially if law enforcement agencies had to travel long distances to the appropriate courthouse.

"Keeping officers in their squads and on the streets, as well as prosecutors in the courtroom, enhances basic public safety for all Minnesotans," Department of Public Safety Commissioner Michael Campion said of the pilot program that was launched on March 19 of 2008. "Streamlining these historically time-consuming systems is critical to furthering efficiency in our justice system."

With eCharging, attorneys receive police reports, dictate complaints, and their staff enters the data. When the complaint is finished, attorneys receive an email notification and sign the complaint with an electronic signature and password. The complaint is emailed to law enforcement for signing and approval. Finally, it is forwarded to courts and judges for their electronic signatures.

The system has been live in the Olmsted County and City of Rochester Attorney's offices as well as Rochester Police and Olmsted County Sheriff's Offices since the fall of 2009. eCharging is used in filing felonies, gross misdemeanors, and statutory misdemeanors. Other participating law enforcement agencies include the St. Louis County Sheriff's Office, and the police departments of Biwabik/Gilbert, Eveleth and Virginia. Based on the number of complaints filed by these agencies in 2008 and the time-savings demonstrated since participating in eCharging, the Virginia Police Department estimates up to five fewer weeks of officer time will be needed to manually deliver complaints.

The Eveleth Police Department estimates nearly three weeks of officer time will be saved annually, and the Ely Police Department estimates three hours will be saved on each complaint processed. After our local agencies have had more time to collect data we will have a better idea of the time savings we expect to realize.

Nearly 100,000 criminal complaints were filed in Minnesota in 2008, with multiple charges in many cases yielding nearly 200,000 separate charges, according to the state court administrator's office at the Minnesota Supreme Court.

The eCharging system is anticipated to be especially efficient in the filing of DWI criminal complaints which often result in multiple charges.

Build the Community



2009 brought a transition for internal news sharing to Olmsted County employees, as our existing PDF newsletter was transformed into digital news on our Intranet, "OlmNet." The last issue of our employee newsletter, "The Read Line," was produced and emailed to employees and retirees in late November, 2009. Through a link on OlmNet, employees were introduced to new online pages that they could click into any time to get the latest County news. Many familiar topics also transitioned over, including new employees, classified ads, and "Speaking Out." As we transition into 2010, we'll see more videos, photos, and more timely information at our fingertips.

Staff involved: Georgia Myers, Mary Callier, Peggy Kuisle, Tom Salmon.

In-House W2 Printing

As the 2009 Human Resources Tax Release was implemented, the W-2s for Olmsted County employees were laser printed and distributed in-house this year. This was accomplished through testing and forms modification in ITS and Human Resources. In previous years this processing has been outsourced. We were able to save that expense and deliver the tax documents on a timelier basis.

Server Purchases for 2009

No physical servers were purchased in 2009. This is significant due to the continuing return on investment we are seeing with the use of our Virtual Server Cluster.

Performance Budgeting Upgrade to V3.8

The Performance Budgeting System from CGI was upgraded to the most current release and was the first Finance Department application to use a virtual server. This upgrade was performed without bringing any vendor staff on-site. All assistance provided was via an application share using Live Meeting.

Manage the Resources



2009 ITS Balanced Scorecard

ITS Scorecard

2009 Managing for Results (M4R)

	January	February	March	April	May	June	July	August	September	October	November	December	YE Outcome	YE Goal
Outcome Measurement														
Build the Community														
Data Network Uptime	100.00%	100.00%	100.00%	100.00%	97.00%	100.00%	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.67%	100.00%
Wireless Network Uptime	100.00%	100.00%	100.00%	100.00%	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%	100.00%
VoIP Network Uptime	100.00%	100.00%	100.00%	100.00%	99.00%	96.00%	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.50%	100.00%
Public Safety Network Uptime	100.00%	100.00%	100.00%	100.00%	99.00%	100.00%	100.00%	100.00%	99.80%	100.00%	100.00%	100.00%	99.90%	100.00%
iSeries Uptime Percent	100.00%	100.00%	100.00%	100.00%	99.54%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.96%	100.00%
Server Uptime Percent	99.94%	99.94%	99.90%	99.95%	98.89%	99.99%	99.99%	99.50%	99.50%	99.70%	99.50%	99.60%	99.70%	100.00%
Manage the Resources														
Billback % for Technicians	10.76%	18.95%	27.86%	35.57%	42.92%	48.97%	53.94%	60.68%	65.02%	68.78%	73.21%	80.30%	-19.70%	100.00%
Billback % for Programmers	6.36%	13.45%	19.91%	27.65%	34.77%	41.06%	47.76%	54.59%	61.93%	67.92%	74.46%	80.33%	-19.61%	100.00%
Billback % for Imaging	9.92%	17.89%	25.83%	35.95%	45.88%	54.77%	64.83%	74.53%	83.42%	92.91%	103.00%	112.00%	12.00%	100.00%
Revenue % Recognized YTD	7.51%	14.97%	22.30%	29.77%	37.23%	44.39%	51.37%	59.03%	66.36%	73.38%	80.61%	87.70%	-12.30%	100.00%
Expense % Available YTD	96.01%	89.87%	79.00%	77.39%	69.33%	59.55%	54.21%	48.77%	40.21%	36.48%	28.54%	21.05%	78.95%	100%
Time Billed to EINT												194%	211%	-\$100,937.00
Time Billed to EINA												165%	179%	-\$146,302.50
Run the Business														
# RFT's - Closed (All RFT's)	7	4	2	9	7	17	14	5	10	20	10	5	110	
# RFT's - Projects (Open)	24	16	16	14	15	39	41	19	17	14	16	15	246	
# of Work Orders Opened	675	671	612	697	620	643	629	638	615	584	530	515	7,429	
# of Work Orders Closed	896	882	770	728	638	657	636	644	618	609	498	518	8,094	
# of Calls Open in Tech Q	28	29	14	26	32	17	22	21	26	13	21	39	288	
# of Calls Open (Tech Services)	95	60	46	51	46	62	62	63	75	79	91	75	805	
# of PC's Installed	0	0	0	3	2	1	0	2	3	1	33	16	61	
# of phone calls to Help Desk	695	566	561	620	639	549	616	692	429	534	402	406	6,709	
# of tickets opened by Help Desk	591	592	511	597	506	531	502	446	482	464	377	429	6,028	
# of Help Desk Emails in/out							1279	1487	1644	1760	1111	1427	8,708	
Develop the Employee														
# of Staff Training Days	2.5	21.75	10.75	11	12	4.75	10	5	3	5.25	6.75	9.75	102.5	

Digital Counties survey



Olmsted County once again in 2009 showed that we are innovative and resourceful in delivering digital services to our citizens. In a survey sponsored by both the National Association of Counties (NACo) and the Center for Digital Government, we placed fifth in the population category of less than 150,000. NACo Executive Director Larry E. Naake said, "Not only are county governments using technology to continue delivering services with fewer resources, they are using innovative technology to communicate more effectively with their citizens and businesses."

The Digital Counties Survey is conducted in partnership with the National Association of Counties (NACo) annually in the spring: March - April.

Below is the ranking of top ten digital counties in the population category less than 150,000. In past years, Olmsted County has placed anywhere from seventh to third.

1st: Charles County, MD	6th: Albemarle County, VA (tie)
2nd: Gloucester County, VA	7th: Napa County, CA
3rd: Nevada County, CA	8th: Martin County, FL
4th: Skagit County, WA	9th: Columbia County, GA (tie)
5th: Olmsted County, MN	9th: Franklin County, VA (tie)
6th: Stearns County, MN (tie)	10th: Sutter County, CA

LANDesk Activity

2009 proved to be a busy year for Olmsted County's PCs. Enterprise initiatives, such as CoSign eSignature software as well as department specific applications like Application Xtender, were mass deployed via our PC management software LANDesk.

Software security and patch fixes continue to be an important part of keeping applications running securely and smoothly.

- * 538 viruses were quarantined
- * 115 security issues were patched
- * 3 major service packs were applied

Software and deployment methods help us move toward the goal of minimal user disruption. In the past, large deployments like Operating System or software Service Packs meant PC downtime and productivity losses. This year we deployed large updates with little or no PC downtime. For example, XP Service Pack 3 deployment using these methods saved nearly 525 hours of PC downtime throughout the County.

Staff involved: Jason Kozisek, Sara Ovist

Telephone System Software and Maintenance Upgrade

In June, 2009, the Telecom Consortium did a major software upgrade to our telephone and voice mail systems. The upgrade provided a number of new features and functions to our customers, and enhancements to system administrative and management tools.

Concurrent with the software upgrade, Telecom signed a new maintenance agreement for the phone system that provides software upgrades throughout the term of the agreement at no charge.

Staff involved: Nena Tolman, Tamara Pereira, Sue Dixon

Completion of Phone Installation Project

The Telecom Consortium completed our 3-year project to install new phones for the County, city, and school district. More than 4,000 phones were installed on our new system.

Run the Business

Fiber Connection for 1421

As of April 2009 the 1421 building was connected via a fiber connection (point to point) which allows for faster throughput. Originally using a bonded T1 (3Mg) link the new fiber link allows for backbone speeds of 1000 Mb/sec. This has allowed the County to extend VoIP to the 1421 building and opens the door for many more network resources such as Wireless, and Video conferencing.

2009 Imaging Projects

The Imaging Team of Betty Jo Bedney, Cheryl Ryan, and Missy Scott converted County Board Resolutions from 2005 through 2009 from paper documents to electronic, optical character recognition documents (OCR). This conversion has allowed for resolutions to be searched by subject or other reference when the actual date of the resolution is unknown. Not only has this provided a valuable time saving service to the Administrative staff, it has also provided a disaster recovery solution for these paper documents. The Imaging Team also scanned seven years of *The Read Line* newsletter, now available online. Although they are not OCR searchable, they are available in PDF format on our OlmNet.

SharePoint Training

Regular training sessions continue monthly for individuals serving as team site owners on departmental team portals. The class provides a hands-on opportunity to learn about libraries and lists, how to create and manage them, customize web parts, manage team site permissions and other basic site owner responsibilities

Staff involved, Sandie Balash

Data Cabling for New Buildings

In September of 2008 All Systems Installation was awarded the bid to provide voice/data cabling for the new Public Works Service Center located at 5004 St. Bridgetts Road in southeast Rochester. The project included approximately 125 copper and fiber runs. Voice and data communications from the Government Center to the Public Works Service Center is running at 10MB through a fiber link provided by Charter Communications. The project was completed in December of 2009 and staff moved into the new building in January 2010.

In June 2009 All State Communications was awarded the bid to provide the copper and fiber infrastructure for the second floor of building 2100 and the three floors for the new 2117 building at the Olmsted County campus. Installation began in the fall of 2009 on the second floor of 2100 and the 2117 building in January 2010. When the cabling project is completed there will be approximately 2,000 copper and fiber runs. Olmsted County staff will begin moving into the 2100 building in April 2010 and will move into the 2117 building in June 2010.

Staff involved, Leonard Woodcock, Steve Frisch, Corey Raymond

NWS Migration to Windows Server Platform

During 2009 ITS coordinated efforts of vendors, business partners, and internal staff with the City of Rochester and Olmsted County Law Enforcement agencies for the New World Systems (NWS) Aegis Microsoft Server Platform (MSP) migration project. Throughout the course of the year these activities included the development and coordination of Build Teams. These Build Teams are comprised of employees from the various divisions of Law Enforcement who are considered experts in the use of their Public Safety applications and the processes required in the course of their work.

There are five separate modules in the new Aegis MSP product that work together to cover each area of Law Enforcement: CMS (Jail Module), CAD (Computer Aided Dispatch), LERMS (Law Enforcement Records Management System), Fire, and GIS Mapping. A sixth but slightly separate module is Civil Papers that will be used by the Civil/Warrants division. Each of these areas drew upon their staff throughout the summer of 2009 to work as separate groups toward a common goal, the tailoring of the MSP product to meet the specific needs of our local law enforcement and detention agencies. Another group comprised of ITS Staff and other key participants met throughout this process to bring the concerns of these five groups together under a management umbrella. This coordination has been a vital asset in keeping all groups working toward the common goal and uniformly apprised of changes in process or scope.

NWS brought their resources on site to work with these groups. Week-long sessions focused on methods to tailor the product to our needs and train the build teams on the terminology and use of the new system. After NWS trainers left Rochester, these teams continued to make necessary additions and changes to MSP. This work continues into 2010.

The Aegis MSP Public Safety software is a major interface change for the people in Law Enforcement. For the past 10 years this application has resided on two redundant AS/400 midrange computers. By moving to the Microsoft Server Platform, our Law Enforcement agencies will realize a more fluid interface, greater opportunities in data sharing with other agencies, and the ability to add new features and functionality provided by a broader range of third party vendors.

We are approximately 95 percent complete in the module build tasks we have been assigned. In the next stage of this project we will begin to convert the historic data from our existing system into MSP. The current projected go live date is November of 2010.

Staff involved: Terry Gintz, Larry Rysavy, Mike Sloan, Julie Nelson, Craig Zamzow, Rhonda Lansing, Jerry Reich, Dave Thomson, Tim Heroff, Mark Darnell, Durand Ackman, Dave Adams, Matt Bologna, Jon Johnson, Chris Spelhaug, Heather Miller, Steve Roelofs, Matt Wrubel, Chris Purdue, Kari Burns, Brenda Frederick, Casey Moilanen, Tracy Nepper, Sandy Schulz, Lisa Weber, Mary Goodsell, Laura Collins, Colleen Swenson, Mary Blegen, Scott Behrns, Denise Haefner, Curt Pronk, Kim Meillier, Brooke Markham, Ken Gallion, Chad Blanchette, Travis Riggott, Scott Tullius, Jon Jacobson, Mark Baron, Dave Clark, Jason Owen, Jason Steele, Casey Meyer, Dan Arms, Jan Chezick, Bruce Whetstone, Matt Mueller,

Run the Business

Online Shopping Cart



ITS collaborated with Planning and Finance to begin development of what will be the template of being able to sell items online. This shopping cart function is first being developed for the Planning GIS department with focus on the ability to sell maps, data files, and web mapping options. The shopping cart was developed inhouse by an ITS programmer with the intention to grow across the County as needed. Completion date of the GIS portion is 3/16/2010.

Staff involved: Tom Salmon, Lynn Howe, Karen Cocker, Julie Robinson, Stephanie Reese, Jan Chezick, Mary Sheehan, Larry Klemenhagen

BMC Upgrade to Version 9.8

In November 2009 ITS upgraded our BMC Service Desk Express Help Desk software to version 9.8. In migrating to the new release the software was installed on a Windows 2008 server operating system and Windows 2005 SQL SP 2 data base. Key features from the old 9.2 version are ITIL V3 compatibility, web services integration, and enhanced self service.

Since installing BMC's Help Desk software in March of 2008, 14,065 calls have been opened and 14,052 have been closed. ITS will be putting together plans this year to roll out the Self Service module.

Staff involved: Leonard Woodcock, Casey Meyer, Jason Steele

Electronic Sign-On Request Forms

The electronic tool (eSORFs) used to audit user account management tracked 756 completed requests. This averages to over 14 requests per week. The number reflects both the changes made to existing user accounts, newly created user accounts, and user accounts removed from the network.

Network Projects

Switch Replacement: From January through May the Network team configured and installed 26 new switches at the campus buildings. This was the third phase of the switch replacement project that began in July of 2008. This project included a redesign of the old network topology, testing new equipment and replacing old equipment, and moving users and devices to the new network switches. The updated switches allow for greater flexibility to add new users and devices, and planned future security enhancements.

DNS/DHCP Redesign: Early in 2009, the DNS and DHCP server configuration was redesigned to allow for greater redundancy, manageability and for separation between Public Safety and the County. DNS/DHCP was deployed in a four server Grid system. Two servers are deployed on the Public Safety Network, and two on the County Network. This configuration provides for physical redundancy and DHCP failover, while allowing all devices to be administered as if they were one device.

DMZ Implementation: A new DMZ was created that allows for the separation of County and vendor administered PCs and Kiosks. This allows the County the luxury of not supporting the Vendor's devices, while creating a more secure network environment.

Staff involved: Steve Frisch, Corey Raymond, Joel Hansen

PAF Process

In autumn of 2009 we completed a new program for the Personnel Action Form (PAF) used by Human Resources to process changes in employee status. The new program is a combined product written by ITS and Inetium programmers using SharePoint work flow.

The initial benefit of this new process is to reduce confusion and paperwork with employee status changes. SharePoint work flow helps facilitate the process by notifying appropriate managers, Finance staff, or HR of items that need their approval. This allows all information to be passed electronically, and appropriate staff is also able to look at the PAF information to see where the request is in the process.

Future plans for the program include writing more work flows that will automate and streamline staff change processes even more.

Staff involved: Terry Thisius, Tom Salmon,

CoSign eSignatures

In conjunction with Human Resources, Finance and PRL projects we analyzed and purchased an eSignature product. In addition, this entailed installing a secure hardware appliance that holds the certificates of all staff and setting up capture stations throughout the County in order to get signatures in the system. Through training and communication via OlmNet and a variety of meetings we were able to rollout the product and start using it internally and externally. Current related projects are the PAF, United Way and the Project RFT.

Staff involved: Lynn Howe, Mark Vincek, Marcia Vettel, Kay Erhdahl, Joan Boesen, Mark Krupski, Carol Pelowski, Harold Rowe

Change Management Group

In 2009 we put together a Change Management group to implement a standard Change Management process by creating a Change Management policy and procedure.

Run the Business

New PC install project

In 2009 we installed 49 new laptops for Community Services. We finished ahead of schedule with minimal follow-up.

Public Works Service Center Network

By December of 2009 the network infrastructure for the new Public Works Service Center was in place and functioning. Using a Charter fiber connection (point to point) we have installed two switches at that location, extending our data, wireless, and VoIP networks



Develop the Employees

Employee certifications

- Michelle Grande** BA degree in Business Administration, minor in MIS from Augsburg College, MN
- Corey Raymond:** CICA (Certified Infoblox Core Administrator)
- Sharon Northouse** HDI Support Center Analyst certification.
- Justin Gammell** HDI Support Center Analyst certification.
- Judd Whitcomb** HDI Certified Customer Service Representative course.
- Chris Holabird** Comptia Project +
CISSP Certification. (Certified Information System Security Professional .)
- Jason Steele** Compellent Certified Storage Administrator: Version 4
- Casey Meyer** VMware certified professional: VI3
VMware certified professional: VS4
Compellent Certified Storage Administrator: Version 4

IT Directors' Group Presentation

Casey Meyer gave an outstanding presentation to the SE MN County IT Directors' Group on Friday Feb. 20, 2009. He detailed Olmsted's implementation of VMware --a sweet, right to the point PowerPoint presentation augmented with real-time demos of VM monitoring and reporting, followed by a meaningful QA session.

Humor Committee (HC) Events

In 2009 the ITS Humor Committee outdid themselves with internal and external events that drew both employees and their families. These are listed chronologically below.

- Feb. 11 **"Souper" Luncheon:** created our own "climate change" with five or six kinds of home-made soup along with all the fixins. HC provided the beverages and dinner rolls.
- May 13 **Hot Dog Day:** staff signed up for ingredients and entres to bring to a special lunch event, and the Humor Committee brought the wieners and beverages.
- July 15 HC was joint sponsor of the **fabulous family picnic** for our retiring director, Steve Brumm. HC provided gift bags for the kids and prizes for the kids' games.
- Dec. 1 **7th Annual "Bake-Off" and Bake Sale:** entries could qualify for special prizes, the "Wellness Award," and the coveted "golden spatula." The bake sale is our annual fund raiser for HC events. Judges were Steve Brumm, Linda Neterval, Ron Blegen, Trish Allen-Unger, Tom Oswald, and Carolyn Wesolowski. Winners are pictured at right.
- Dec. 7-11 **Secret Santa:** nice things happened to those who participated!

7th Annual ITS Bake-Off Winners



Mike Brown earned first prize in the Humor Committee's 2009 Bake-Off with his delectable "Chocolate Lava Cakes." Mike also received the coveted "Golden Spatula."



The Wellness Award went to Lynn Howe for her angelfood cake recipe.

United Way Electronic Submission



With coordination of efforts among United Way, ITS, Human Resources, and PRL staff, we moved the United Way pledging process into an electronic option for staff. This project included the need and creation for an internal eSignature

pledge form for staff to sign in order to have payroll deduction. Staff were given a URL to the eSignature page once they had made a pledge through United Way. This form automatically captured the individual's name and pledge amount, and staff simply needed to read the form and agree to the pledge amount for signature. Once submitted, the form went into a SharePoint list where it was then released into the content manager and associated with that employee's electronic personnel form. This saved HR staff from having to compile paper forms and pay to have the Imaging department image documents into employee files. In addition, through people pledging electronically they were also able to get a file from United Way that they could import into the payroll system, saving them hours of data entry. There were definitely hiccups along the way and lessons learned, but a positive step toward the future of streamlining processes and reducing staff intervention.

Staff involved: Lynn Howe, Michelle Wytaske, Mark Krupski, Lori VonWald, Dale Ignatius, Tom Salmon

Director's Retirement Event

On July 21, 2009, ITS Director Steve Brumm retired after 42 years with Olmsted County. Steve was the very first programmer/analyst hired in Data Processing in 1967. By April 1, 1979 he was promoted to director.

We announced official retirement of his employee number, 37, at a gala retirement party in the Government Center rotunda on July 15. To commemorate that fine number, we designed and gave him an authentic hockey jersey in John Marshall High School colors of black and red, festooned with not only "37," but also with "Brumm" on the back and "Olmsted" on the front. The Olmsted County logo displays prominently on each shoulder. Knowing that Steve, born and raised in Rochester, Minnesota, played hockey at John Marshall High School in Rochester, and that his three sons did too, it was just one of many fitting tributes we gave him that day.

The rotunda, County boardroom, and Conference Room 1, packed with ITS staff both past and present, County employees, family, friends, and colleagues, were decorated with a nautical theme in keeping with one of Steve's favorite hobbies, sailing. Trays of sweets and fresh fruit, and numerous bouquets of fresh flowers added to the festive air.

A committee of ITS staff planned the fete months in advance, and we were proud of our accomplishments. It was the retirement party of all retirement parties.

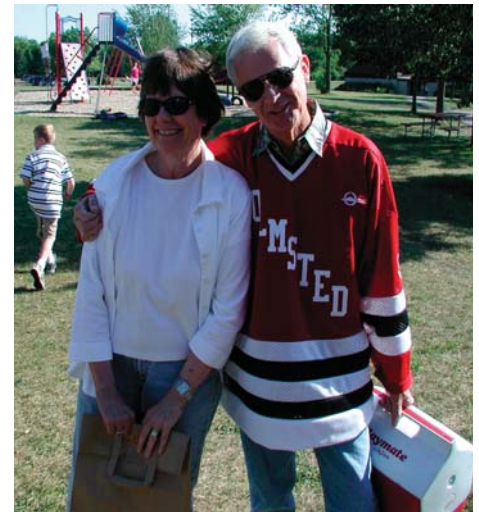
We created a 370MB video, complete with period music, that outlined Steve's progression through life to retirement, then we set it to play continually on the projector in the boardroom throughout the party, except during a special program. An "official" DVD of all events was presented to the retiring director as a memento, along with a book of special memories from ITS staff and visitors to the party, and an authentic NFL hockey stick autographed by ITS staff. We also set up an historical display of the technologically-related "stuff" that Steve had collected over his 42 years with Olmsted County.

Special guest speakers at the retirement party included Rochester Mayor Ardeell Brady, County Board Chair Mike Podulke, County Administrator Dick Devlin, and "MC," Associate Administrator Mary Callier.

After retirement festivities at the Government Center concluded in the afternoon, ITS staff and families continued with a catered picnic at Foster Arends Park, complete with games for the kids.

On Steve's last day, we wished him smooth sailing as his voyage into retirement got under way!

Develop the Employees



Shari and Steve Brumm arrived at a special picnic for the ITS family on July 21.

Closing remarks

The Vision of Olmsted County is:

A dynamic, world-class County delivering excellence every day

The Mission of the Olmsted County ITS department is: (Why do we exist; what is our purpose)

Partnering with our customers to provide dynamic IT solutions

The Vision of the Olmsted County ITS department: (A word picture of a desired future state)

ITS Anytime, Anywhere (Information Technology Solutions Anytime, Anywhere)

The Values of the Olmsted County ITS department: (Behavioral guides for our staff)

Innovation

Teamwork

Service

Communications

First, I would like to take this opportunity to thank all of you for so graciously welcoming me as your new director. Mary Callier and I cannot thank you enough for the support you gave her during this period, and the dedication and professionalism that you showed in doing your work. You faced many challenges in 2009, and yet as this annual report shows, you provided significant value to our partners.

This sounds like a broken record by now, but the reality is that the challenges facing us in 2010 are not going to be any easier than 2009. Maybe I should just provide a caveat for 2011 as well and be done with it. We realize that there is a lot that is out of our control, but that is just a fact that we need to deal with. We could look at all of these issues facing us as barriers, and hide our head in the sand and hope to survive. But our department is called Information Technology Solutions. I would prefer to look at these challenges as opportunities for us to put our collective talent together and find solutions that help our partners deliver to the County's vision. They are looking to us for help more than ever right now!

By now I am sure you are thinking, "Words are great, but what is our game plan?" It is really quite simple, we need to be:

Innovative, Imaginative, Inspired, Ingenious, and Inventive –

We need to find new ways to solve problems and break through the constraints that prevent us from providing solutions. As individuals, this can be a daunting task, but as a team we have more than enough talent to find a way.

Tactical –

The reality is that we have a growing workload, and fewer resources to accomplish that work. We need to be focused and ensure that we are delivering the right things for the right reason. We do not have any time or resources to waste. In order to help ensure that we are focused on the right projects, we will be working closely with our partners to prioritize our work, validate the requirements, and then leverage project management to help us efficiently allocate resources. Our partners expect us to be reliable, predictable, and repeatable in our project delivery.

Strategic –

It is good if we can deliver tactically on our efforts, but if our solutions take our enterprise architecture in the opposite direction of where our partners need us to be in the future, we have failed. In order to be great, each tactical solution that we deliver should be one more module that snaps into our enterprise blueprint. The pieces must integrate in order to provide us with the value of synergy in the future. It is critical that we begin work on that blueprint, and the roadmap to get there, immediately. Each project effort we work on provides us an opportunity to get one step closer to achieving that architecture.

I look forward to delivering "ITS Anytime, Anywhere" with each and every one of you.

— Jim Burke, Olmsted County ITS Director

Mission:
Partnering with our customers to
provide dynamic IT solutions.

ITS