



TECHNOLOGY RESOURCES

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TO: THE HONORABLE OZAUKEE COUNTY BOARD OF SUPERVISORS

As stated in our mission statement, the Technology Resources Department provides information systems, resources and support Ozaukee County departments, local municipalities and businesses in their technological needs. The following are some of the highlights from the activities our department participated in during 2010.

We began the year with the new Land Records System application, used by the Treasurer and Register of Deeds offices for assessment taxation processing, going live with the assessment module. Staff in those departments and Technology Resources had worked during the fourth quarter of 2009 testing and learning the processes. The vendor Transcendent Technologies, LLC provided support as electronic information was provided to the local assessors to begin the 2010 processing cycle. While this was happening the setup and testing began and continued during the year for the taxation side of the application. This included work with the receipting and tax bill form creation. In September the tax sale from the 2009 tax collection and all prior year tax obligations were imported into the new application and from then forward all prior year collections have been processed on the new application. In December the 2010 tax bills were created and information provided to the local municipalities and their collecting banks to conduct the 2010 tax collection.

During the first quarter of 2010, Technology Resources began the process of converting to a virtualized server base and a SAN (Storage Area Network) replication for our network infrastructure. We began with the Register of Deeds office. They were upgrading their Fidler document recording application to a new version AVID. This provided the opportunity for the launching of the new version on the virtual infrastructure. This was followed by the Sheriff's Department new Pro Phoenix law enforcement application. Other applications continue to be migrated as time allows. The goal is to have all servers residing and operating in the Administration Center to be replicated to servers located at the Justice Center and the reverse for servers originating at the Justice Center replicated to servers at the Administration Center.

Another goal in 2010 was the creation of a five year strategic technology plan which would give us better direction in planning, both short and long term. We were very fortunate to have a county resident, Randy Gschwind, volunteer to facilitate this process. Randy brought vast experience to the project having been the CIO for the City of Milwaukee. The process began in

January with discovery interviews with Technology Resources staff and a group of user department staff. From these discussions a draft document was developed. Further discussions resulted in a finished document presentation to the Administrative Committee during the summer of 2010. One of the recommendations has taken root in the creation of a user committee which I hope will develop idea sharing and collaboration. New technologies will be able to be introduced through these discussions and better budgeting achieved.

Law enforcement applications dominated the staff resources this year. Pro Phoenix law enforcement was selected in late 2009. In 2009 discussions began with the local police agencies joining the county in utilizing the same law enforcement application. A memorandum of understanding was signed by all of the law enforcement leaders, the County Board Chairman and County Administrator committing to work together to accomplish the collaborative effort. In 2010 numerous meeting with the vendor were conducted to provide information as to how things are structured in the existing application and how migration to the new application will take place. In addition Radio Services staff was enlisted to address communications and transmission of data between the various law enforcement agencies and remotely to mobile units throughout the county. Analysis was done on the various methods to communicate data in the field and ended with an agreement to use Verizon wireless cards to complete that task. In addition links between each agency needed to be improved for data transmission. After investigation of various solutions and costs, Time Warner Business Ethernet was selected to provide a 5 MB data link to each facility from the Justice Center. GIS maps also are critical part of this application. Land Information in the Register of Deeds Department provided copies of their base maps which are being reviewed by county and local law enforcement for use in plotting calls received and dispatching of law enforcement to requests by citizens. In the Fall, a training room with personal computers was setup at the Justice Center to allow law enforcement officers and staff from all agencies to get hands on training in the operation of the new application. The setting up of virtual local area networks for each agency was undertaken at year end and continues into 2011. It is anticipated that the go live date will be in the second quarter of 2011.

Radio Services spent significant hours in late Spring and early Summer setting up a command incident vehicle and a special response unit for the Sheriff Department. Both of these units will be used in the field and take technology to the location of emergency situations or events with full technological capabilities available. The command incident vehicle was first launched at Port Washington Fish Day and the Ozaukee County Fair. Radio Services did the final acceptance on the radio backbone project which began in 2007.

Radio Services worked on expanding interoperability with the law enforcement agencies in the surrounding counties. Participation in groups like Milwaukee UASI (Urban Area Security Initiative), Milwaukee County Transit System (MCTS)-Regional Transit Security Working Group (RTSGW), and meetings with Southeast Wisconsin Regional Radio System Administrators, and Statewide Communications Interoperability Plan workshops provide excellent sources of information and assist in applications for grant funding for changes our communication infrastructure will be required to make in the immediate year(s).

Radio Services worked extensively with the Sheriff's office and Clerk of Courts in investigating a replacement for the video conferencing infrastructure at the Justice Center. Staff assisted in the evaluating of various solutions and in the selection of the final solution. Assistance was provided in the installation of the equipment in the jail. Equipment was also setup in a committee room on the first floor of the Justice Center. Radio Service worked together with the

District Attorney's office and Clerk of Courts in the planning for the placement of the new equipment in the courts rooms. That portion of the project continues into 2011.

Numerous other projects were performed such as the completion of the Nextel rebanding project, support of wireless links between the Justice Center and other county and local government sites, improvements to radio tower site security and day to day support of the various fixed and mobile communication devices for all of the county agencies.

Other tasks Technology Resources performed included conducting onsite classes for Microsoft Office modules, setup and installation of numerous new or replacement personal computers and laptops, local and networked printers, scanning devices, wireless communications at the Lasata Campus including the new Lasata Crossings.

This is a small snapshot of the many activities the staff of Technology Resources performed during 2010. I am grateful for the support of the County Board of Supervisors, County Administrator, county departments and municipalities we serve. I would invite members of the County Board to contact me with any questions they may have about our activities.

Respectfully submitted,

John J. Buhler
Technology Resources Director