TECHNOLOGY RESOURCES

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TO: THE HONORABLE OZAUKEE COUNTY BOARD OF SUPERVISORS

As stated in our mission statement, in 2005 the Technology Resources Department provided information systems, resources, and supported Ozaukee County departments, County residents, local municipalities, and businesses.

One project was assisting the Finance Department and other financial system users to transition from the JD Edwards platform to the Great Plains software package. The migration began with the preparation of the 2005 budget in the last half of 2004.   The payroll accounting system went live in October of 2004. Our staff assisted the Finance Department in the preparation and submission of year end reporting for the 2004 year end. The major financial portion of the Great Plains package which included the general ledger, accounts payable, accounts receivable, depreciation and highway project accounting went live in early 2005. At the time of the conversion, all users with the exception of Lasata were put on as local users, meaning that a copy of the linking software resided on each individual's computer. They logged directly into the new application environment. This proved to be an issue any time a change was made to the core application. Our staff had to apply the change to all personal computers in the various departments using the Great Plains software. This proved to be a very time consuming process. A solution was implemented with the installation of a terminal server in February 2005. The difference in the environment was that the user departments logged on the terminal server as a path to get to the Great Plains application. Changes to the application software were made to the terminal server eliminating the need to apply the changes directly to each personal computer in the various departments. In late March, the payroll manager position of the Finance Department became vacant. The Programmer Analyst from the Technology Resources Department, who had worked with the two previous payroll managers and with the consultants as the new payroll application was rolled out, accepted an offer to fill the open position allowing for a smooth transition in the processing of the County's payroll.

Our staff assisted the State of Wisconsin staff in changing platform connectivity from telephone lines to web based applications. In the past, dedicated telephone lines were installed in the Administration Center, Justice Center and Ozaukee Works sites to allow staff members within county departments to access applications operating on state networks. With the recent changes, the applications have been converted to web based programs, eliminating the need for the dedicated telephone lines. In addition to the changes in the data access/entry processes, printing capabilities were changed. Network administrative staff from the State and Technology

Resource Department collaborated on setting up printing services within each of the departments which use State application software to utilize existing county printers to print their reports.

A new package was installed in the Jail Division of the Sheriff's Department for jail management. This software package replaced an in-house developed package which was originally developed at the time of the Justice Center opened in 1991. Inmate Calling Solutions, Inc., who oversees the inmate call accounting system, provided funds toward the acquisition of the package from The Abbey Group, who are located in Florida. Technology Resources staff worked with the vendor and Sheriff Department personnel in the setting up of the server, configuring of Sheriff's Department personal computers and with the migration of data from the old in house application to the new system. Our staff coordinated efforts to interface with the third party fingerprint and inmate mug shot systems which were previously linked to the in house developed program.

Another project with significant impact was the manner in which claims were submitted by Lasata T19 room and board reimbursement. HIPAA requirements dictated specific formatting of data tables at the time of claim submission. A software package, Electroniclaim, was purchased from Empire Medical Review Services, Inc. of Mequon. Information is extracted from Lasata's billing transactions and imported into the Electroniclaim software package which creates the HIPAA compliant claims. With this package, claims are submitted on a timely basis allowing for receipt of reimbursement within the first 10 days of the month.

Information was gathered for determining the depth of historical records being retained in the old jail building adjacent to the Administration Center. The information was presented to the Administration Committee along with an estimated cost to optically image all the records. As part of the 2006 budget, it was recommended that records with a limited life expectancy not be imaged. The remainder of the records will be recorded with cooperative efforts of user departments, the Technology Resource Department and possibly a contracted service. Within that same effort, staff members in the County Clerk and Human Services Departments received a scanner and were trained to image and index closed cases in the Human Services Department. The staff member in the County Clerk's, who had previously microfilmed the closed cases, was trained to scan the documents. The staff person from Human Services did the verification and indexing of the images. On an average, approximately 800 paper case files were archived to storage per year from the fourth floor Human Services area. With the new equipment, current closed cases can be imaged rather than transferring to paper storage in the jail and paper files currently in the jail storage can be imaged eliminating paper copies already in archival storage.

During 2005, the first phases of planning and implementation of a technology disaster recovery process unfolded. Communications lines between the various County buildings and the local municipalities using the County WAN (wide area network) were reviewed, with full T1 communication lines replacing the frame relay communication lines previously installed at the various WAN locations. The point of all Internet traffic for all county locations and WAN users was limited to the Administration Center site. A second traffic point was added to the Justice Center with a load balancing feature added to allow the network to regulate the flow of traffic to exit through the most beneficial path between the two sites.

In the final quarter, network services were extended to Johnson Bus Services as part of the shared ride taxi service provider change. A dedicated T1 communication line was installed between Johnson Bus and the Administration Center. A new data server was installed at the

Administration Center to run the software application. The server located at the county allows transit management at the Highway Department and staff members at Johnson Bus to access the information from their respective sites and allows Technology Resources Department staff to administer the server and perform backups and other daily server functions.

In addition to the previously described projects, personal computer technicians installed 59 new computers which replaced computer systems and 6 personal computers for personnel who previously did not have their own equipment. They diagnosed and fixed numerous issues with personal computers, printers, scanners, and modems and answered numerous questions related to Microsoft Office product software programs for staff members in the various county departments. They provided support to several local municipalities within the county on a contracted basis.

I would like to thank the County Board of Supervisors, Administration and the user departments for their cooperation and support in completing our mission.

Respectfully submitted,

John J. Buhler
Technology Resources Director