

Information Services & Technology

2005 Report

Mecklenburg  
County

IST

2006 Plan

# **INFORMATION SERVICES & TECHNOLOGY 2005 REPORT AND 2006 PLAN**

## **EXECUTIVE SUMMARY**

### **INTRODUCTION**

IST is pleased to present its 2005 Report/2006 Plan, which provides detailed documentation of the accomplishments of the department for fiscal year 2005, which ended June 30, 2005, and presents the IST work plan for fiscal year 2006, which began July 1, 2005. As part of its continual pursuit of excellence, IST generates this annual report not only to measure its own progress, but to help communicate to other agencies what IST is doing and to give agencies insights about what IST can do for them.

### **2005 REPORT – MAJOR ACTIVITIES**

#### **IT CONSOLIDATION**

IST designed and implemented a new IT organization, consolidating IT services for all departments except DSS' Help Desk/Desktop Services and the Sheriff's Office's Desktop Services. The primary focus of the consolidation was on service and service gaps. IST was encouraged to redeploy staff when possible. Eleven positions were reallocated to new functions or services that were needed in the new organization, including IT planning, architecture/standards, Customer Relationship Management (CRM), project management, procurement, and other functions. These functions addressed notable service and organizational gaps, and give the County a much stronger IT organization. There was a net savings of three positions (a subsequent budget reduction eliminated seven additional positions, three attributable to the consolidation). The overall service level increased substantially without an increase in costs.

#### **IST REORGANIZATION**

IST completed a major reorganization that provided a sound framework for the subsequent Countywide IT consolidation. Functions were consolidated into two operating divisions, and new functions were established for Customer Relationship Management (CRM) and Business & Program Management. The new organization's objectives are to streamline operations, improve customer service, realize efficiencies, enhance planning, and provide more effective management.

#### **MAJOR ITEC PROJECTS**

There were several large projects in process during 2005 that will be completed

in 2006. These projects cumulatively represent more than a \$20M investment and include the Integrated Tax Project (Billing, Collections, Vehicle, Individual, and Business Personal Property), Budget, Financial, Integrated Social Services – Child Welfare (ISSI-CW), and the Integrated Criminal Justice Information System (ICJIS).

## **IT INFRASTRUCTURE**

Plans were developed for major restructuring and upgrade of the County's IT infrastructure and included:

- Developed plans for server consolidation, email system replacement (Outlook/Exchange), and the elimination of Novell.
- Completed Active Directory implementation.
- Established Disaster Recovery backup site and began implementation of enterprise storage there.
- Developed Benchmarking study for DSS and IST Help Desk/Desktop teams.

## **IST'S BALANCED SCORECARD**

IST achieved excellent Balanced Scorecard results for 2005: 25 green light measures, 1 yellow. IST was very pleased with the FY05 results, but recognizes the need for continued improvement, especially in customer service and certain employee measures from the Employee Climate Survey. Thus, many of its 2006 targets are being set to a higher standard.

## **IST'S CUSTOMER SATISFACTION SURVEY**

IST conducted a customer satisfaction survey in May. The survey resulted in responses of agreement (strongly agree or agree) about IST performance from 85.8% to 94.6%. These results were a dramatic improvement over previous customer satisfaction surveys and feedback and clearly indicate tremendous improvement in customer satisfaction. In addition, the Countywide Employee Climate Survey also noted major improvements in employee satisfaction with IT service and support Countywide.

## **2006 PLAN**

### **IT CONSOLIDATION**

Consolidation of IT staff occurred in 2005. IST's focus now is to continue revising and improving work processes and consolidate technology (software, hardware, etc.) wherever possible to maximize efficiency and productivity, while maintaining or improving customer service.

## **MAJOR ITEC PROJECTS**

IST will complete the major ITEC projects started in prior years.

## **eGOVERNMENT STRATEGIC PLAN**

IST and the eGovernment/Customer Service Director are collaborating on the development of an eGovernment Strategic Plan for Mecklenburg County. The eGovernment Strategic Plan is scheduled to be completed in October and will describe the County's vision for eGovernment and identify the technology strategies and initiatives that will enable the County's Managing for Results (M4R) strategy. It will be closely aligned with the County's Corporate & Community Scorecard, Strategic Business Plan, and the County Manager's M4R agenda. The plan will provide a 3+ year common direction for eGovernment priorities and investment by the organization.

## **AREA MENTAL HEALTH (AMH) APPLICATIONS**

IST assumed applications support for AMH applications as part of the IT Consolidation. AMH has undergone a major transformation from a care provider to a managed care organization that outsources most mental health care. IST will be providing numerous automation improvements to assist AMH in the transformation, including a new Claims Adjudication System, a vital function in a managed care system.

## **IT INFRASTRUCTURE**

Several major initiatives are planned that will provide additional functions and capability for County agencies and will improve IST efficiency and effectiveness. These include:

- Migrate email services to Microsoft's Outlook from Novell GroupWise.
- Complete year one of a three year server consolidation project to consolidate 115 servers into 10 large servers, and establish a storage area network.
- Standardize on Microsoft products and eliminate Novell servers and products.
- Consolidate DSS and IST Help Desk/Desktop teams in the latter part of the fiscal year subject to results of a follow-up benchmarking study.
- Assist IKON with implementation of 211 new multi-function devices that replace single function copiers and some printers.
- Continue rollout of the SharePoint portal software.

## **INTRODUCTION**

IST is pleased to present its 2005 Report/2006 Plan, which provides detailed documentation of the accomplishments of the department for fiscal year 2005, which ended June 30, 2005, and presents the IST work plan for fiscal year 2006, which began July 1, 2005.

As part of its continual pursuit of excellence, IST generates this annual report not only to measure its own progress, but to help communicate to other agencies what IST is doing and to give agencies insights about what IST can do for them.

If you have any questions about projects in this report or about IST in general, please don't hesitate to contact us. Contact information is provided at the end of this report.

## **IST'S MISSION AND VISION**

IST provides information technology (IT) infrastructure services to all County departments to support their operations and delivery of services to the public. Services are also provided to other governmental agencies and users that prove beneficial to the County and its citizens. Below is IST's mission and vision:

The graphic features a dark blue background with a vertical sidebar on the left containing the IST logo and the text 'Information Services & Technology'. The main content area is divided into two sections: 'MISSION' and 'VISION'. The 'MISSION' section includes the text 'To partner with our customers, enabling them to operate efficiently and to serve their customers effectively.' followed by a smaller italicized statement: 'We accomplish this by providing modern information technology solutions in a professional and courteous manner. We offer high quality, flexible, and reliable services delivered consistently, efficiently, and responsively.' The 'VISION' section includes the text 'To be the leader and preferred provider of technology solutions to our customers.' The graphic is decorated with large, semi-transparent 'MISSION' and 'VISION' text, and three colored dots (red, yellow, green) at the bottom right.

**IST** Information Services & Technology

### IST's Mission and Vision

**MISSION**

To partner with our customers, enabling them to operate efficiently and to serve their customers effectively.

*We accomplish this by providing modern information technology solutions in a professional and courteous manner. We offer high quality, flexible, and reliable services delivered consistently, efficiently, and responsively.*

**VISION**

To be the leader and preferred provider of technology solutions to our customers.

## I. 2005 REPORT

### A. SERVICE IMPROVEMENTS AND STRUCTURAL CHANGES

#### IT CONSOLIDATION

IST designed and implemented a new IT organization, consolidating IT services for all departments except DSS' Help Desk/Desktop Services and the Sheriff's Office's Desktop Services. The primary focus of the consolidation was on service and service gaps. IST was encouraged to redeploy staff when possible. Eleven positions were reallocated to new functions or services that were needed in the new organization, including IT planning, architecture/standards, Customer Relationship Management (CRM), project management, procurement, and other functions. These functions addressed notable service and organizational gaps, and give the County a much stronger IT organization. There was a net savings of three positions (a subsequent budget reduction eliminated seven additional positions, three attributable to the consolidation). The overall service level increased substantially without an increase in costs.



#### IST REORGANIZATION

IST completed a major reorganization that consolidated all applications into one division and all technical services into another division. New divisions were established for Customer Relationship Management (CRM) and Business & Program Management. The new organization has objectives of streamlining operations, improving customer service, realizing efficiencies, enhancing planning capability, and providing more effective management. The reorganization provided a sound framework for the subsequent Countywide IT consolidation.





## CUSTOMER RELATIONSHIP MANAGEMENT

IST implemented a Customer Relationship Management (CRM) function that provides a central point for all customer requests, issues, and follow-up. This function has been a key factor in IST's customer service and satisfaction improvements. Customers, who have been introduced to CRM with the assignment of a CRM Account Manager, have noted the benefits: single point of contact (one stop shopping) for all IST services, improved service and follow through, and better customer service.



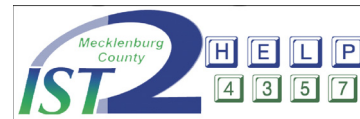
## PROCUREMENT SERVICES

IT procurement was consolidated Countywide by the establishment of this function to improve the efficiency of purchasing and asset tracking of hardware and software within the County.



## HELP DESK AND DESKTOP SERVICES BENCHMARKING

A consultant analyzed IST and DSS service operations and costs. He recommended numerous service improvements, and recommends consolidation into one group once these improvements are made, which is estimated at beginning of FY07.



## TECHNICAL ARCHITECTURE COMMITTEE

IST's Technical Architecture Committee (TAC) was reconstituted to provide more strategic and accountable IT leadership. TAC updated, organized, and published IST's internal technical and methodology standards on MeckWeb for access by both IST staff and our customer partners. White papers were published describing IST's technology directions and emerging strategies:



- Wireless
- Video
- Open source
- Collaboration
- Voice over Internet Protocol (VoIP)

- Identity and Access Management

## **B. ITEC PROJECTS – 2005**

ITEC projects have a total cost of at least \$100,000 that were approved by the IT Executive Council (ITEC). Many were funded from the Enterprise Technology Fund.



### **PRIVILEGE LICENSE SYSTEM (PL\*SYS) – ITEC**

This application, developed for the Office of the Tax Collector's Business Tax Collections unit, provides application management, license processing, automated renewal billing, and a real-time interface with other departmental entities within the County via an Intranet web-based application (PL♦WEB). Additional modules include new business listings and attic sales. The feature-rich system incorporates extensive financial collection, tracking, and auditing as well as utilization of the North American Industry Classification (NAIC) codes. The system has increased user efficiency, resulting in noticeably reduced wait times for taxpayers. This application was implemented in March of 2005.



### **DEBT SETOFF – ITEC**

New automation was introduced to support the collection of delinquent taxes through the garnishment of State tax refunds.



### **INFRASTRUCTURE – ITEC**

IST completed the following infrastructure improvements:

- Upgraded all PCs (4,185) to Windows XP operating system.
- Implemented Office 2003 on all County PCs.
- Deployed 350+ PCs throughout County.
- Completed the implementation of Active Directory Countywide, a prerequisite for email migration to Outlook and other strategic products.





## DISASTER RECOVERY – ITEC

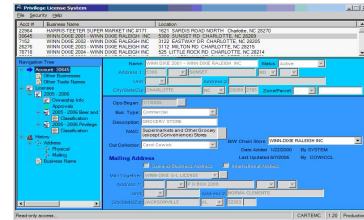
IST developed a Disaster Recovery (D/R) strategy for the network and its server-based applications, and negotiated funding to begin its implementation. IST completed the supporting business impact analyses for major departments, identified critical systems, and established recovery time objectives for each. IST established a backup site and began implementation of enterprise storage there. The migration of critical systems under the D/R umbrella will continue throughout FY06.



## C. 2005 ITEC PROJECTS CONCLUDING IN 2006

### TAX REPLACEMENT PROJECT – ITEC

The Office of the Tax Collector (OTC), Property Assessment and Land Records Management (PALRM), and IST initiated this project after recognizing the need to replace several legacy tax applications due to their existence on various platforms defined as no longer strategic or supported. Intelligent Information Systems (IIS) was selected as the preferred vendor in January of 2005 after an extensive RFP and evaluation process. A large amount of analysis, design, and development will be take place in order to meet Mecklenburg County's needs during the remainder of 2005 and 2006. The initial phase is scheduled for completion by June 2006 and the final phase is projected to be completed by the end of 2006.



### BUDGET SYSTEM REPLACEMENT – ITEC

AMS's Brass Budget Application is currently used by Mecklenburg County to enter and format the County's yearly budget. It handles budget only at the organizational level and cannot meet the County's needs to budget by service. An RFP was issued and the AMS Performance Budget Module was selected as the system and vendor of choice. The project has an implementation date of January 31, 2006.



### **LUESA ENVIRONMENTAL DATABASE – ITEC**

The legacy FoxPro EPIC system used for water quality, solid waste, groundwater, and storm water is being replaced to improve reliability, stability, and system features. This is a joint project with the City of Charlotte.



### **FINANCIAL SYSTEM REPLACEMENT – ITEC**

AMS's Advantage 2 is currently used by Mecklenburg County to handle all financial transactions and record keeping. It operates on the County's mainframe. Advantage 3 is a completely new browser-based system that provides greater information accessibility, capability, and a more user friendly interface. The system is on track to go-live in October of 2005.



### **ISSI-CW – ITEC**

Buncombe County and Mecklenburg County partnered to develop a web-based Child Welfare System. This new system leverages systems already developed by Mecklenburg County (ISSI and Child Welfare System) and Buncombe County (Multiple Response System). The result will be a web-based Child Welfare System that Youth and Family Services will use and is scheduled to implement in the second quarter of 2006.



## **MECKLENBURG COUNTY INTEGRATED CRIMINAL JUSTICE INFORMATION SYSTEM – ITEC**

Mecklenburg County is involved in a multi-year effort to replace the current Criminal Justice Information System (CJIS). The new CJIS system encompasses operations of Mecklenburg County Arrest Processing Center, Pretrial Release Risk Assessment, and Pretrial Release Case Management. The CJIS system also interfaces with other criminal justice community systems to accomplish data exchange in areas of Warrant Repository, Magistrate, State ACIS System, and the Mecklenburg County Offender Management System. Implementation is scheduled for mid-October.



## ***D. OTHER ACTIVITIES AND PROJECTS – 2005***

### **EPIC+**

The EPIC+ application is used by Air Quality to monitor facilities in the County for pollutant emissions, as well as service complaints from the public with respect to air quality or offensive smells. In addition, the system is used to manage ozone reduction programs. During FY05 additional functionality was added for stack testing, NESHAP (National Emissions Standards for Hazardous Air Pollutants) contact management, and emission roll ups.



### **PEOPLESOFT/HUMAN RESOURCES INFORMATION SYSTEM (HRMS)**

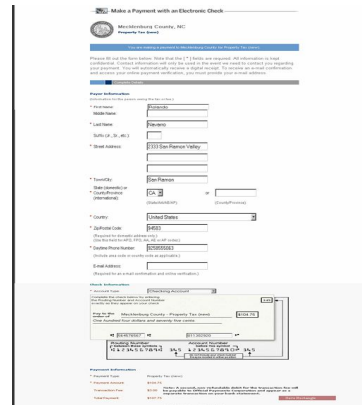
Mecklenburg County installed and deployed additional features within PeopleSoft (myHR). In the fall of 2004, all employees used the E-Benefit module for the annual open enrollment process for benefits. This was a great success and was one of the smoothest open enrollments in many years. Managers Desktop was also deployed to all managers within the County. This module allows managers to approve employee time, process



performance reviews, terminate employees, and review other important information.

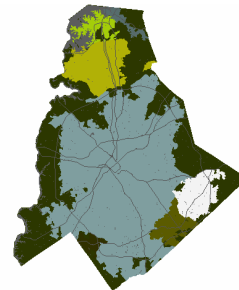
## TAX COLLECTIONS eCHECK PAYMENT OPTION

This capability was developed as an eGovernment initiative with the collaborative efforts of the Office of the Tax Collector (OTC), IST, Official Payments Corporation (OPC), Finance, and the County's eGovernment/Customer Service Director. This system allows the Tax Collector the ability to accept electronic check (eCheck) payments for real estate, personal property, and registered motor vehicle taxes. This service enables taxpayers to pay a bill online from a checking account. The eCheck option went live in November of 2004 in time for the 2004 rush of real estate tax bill payments.



## GROUNDWATER BRIDGE PROJECT

On October 5, 2004 the Mecklenburg County Board of County Commissioners passed the Mecklenburg County Groundwater Well Regulations. These regulations are an effort to prevent citizens from drinking contaminated groundwater and to keep better track of the location of wells. The regulations went into effect on January 1, 2005.



A public access Internet application (<http://ntplanweb/groundwater/welcome.aspx>) was developed to meet the needs of the new regulations.

## BOCC BOARD APPOINTMENTS APPLICATION

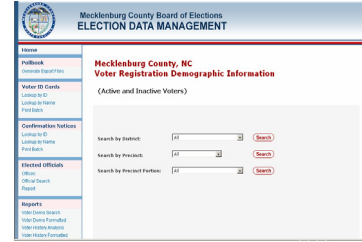
The new BOCC Board Appointments application replaces the legacy FoxPro application that had been in place for several years. This application facilitates rapid data entry. The new application has improved the Clerk to the Board's ability to record applicant information for board positions, increased the options available for report selection, and integrated address validation utilizing GIS services into the application completion process, saving valuable research time and improving accuracy.



This application was implemented in March of 2005.

## ELECTION DATA MANAGEMENT (EDM)

This Intranet application was developed for Board of Elections (BOE) and utilizes voter data from the State Board of Elections. It provides the ability to manage election information on elected officials, poll book operations, and accommodates reporting of current and history voter data. Additional features of in-house printing of voter identification cards and confirmation notices provides a cost savings for BOE. This application was implemented in June of 2005.



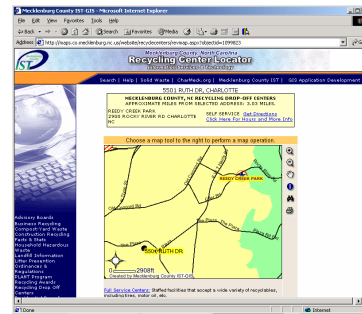
## WEB SITE REDESIGN (meckboe.org)

The redesigned meckboe.org web site presents and utilizes the Mecklenburg County Board of Elections' information and data in a crisp, user friendly, and efficient format. It provides quick access to relevant information based on the election event. The site accommodates reporting for the public and provides links to voting information, forms, and answers questions voters have on the voting process. This project was implemented in June of 2005.



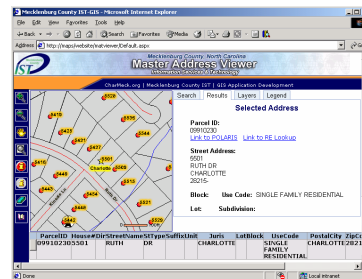
## RECYCLING CENTER LOCATOR

This GIS web application allows Solid Waste to manipulate and query recycling center locations on an interactive map. It allows the user to find the nearest recycling center based on a given address. Links to specific information about each recycling center are provided as well as a link for driving directions to each location.



## MASTER ADDRESS VIEWER

This web mapping application was developed through a multi-agency effort to allow broader access, display, and query of the Master Address Table that the County currently maintains and disseminates among various City/County agencies. It has numerous searching capabilities, map navigation tools, and serves up address points with



labels shown within a user defined map view.

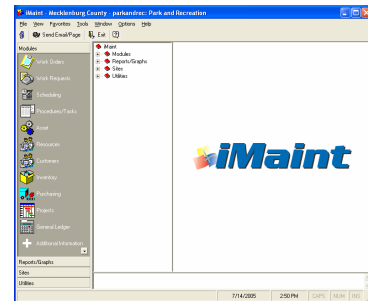
## COUNTY FIRE DISTRICTS GIS

This Intranet application was developed for the County Fire Marshal's Office. It displays response ratings and other pertinent information about the volunteer fire departments in Mecklenburg County. It also allows the user to enter an address and view the fire department that serves a given address and computes the distance between the fire department and the address used to qualify for reduced fire insurance rates.



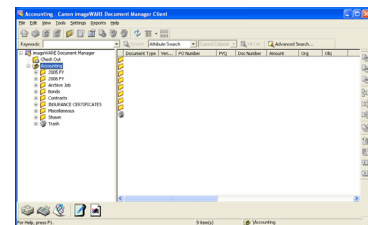
## iMaint WORK ORDER SYSTEM

This application was purchased for Park & Recreation's Park Services Division. It provides asset management, work order requests via the web, work orders, scheduling of recurring maintenance work orders, and allocation of resources. This application was implemented in March of 2005. General Services has begun using this application.



## imageWARE DOCUMENT IMAGING SYSTEM

This application was purchased for Park & Recreation's Accounting Division. This is a workgroup document management system that allows for easy search and retrieval of scanned images. This system went live in October of 2004.



## AREA MENTAL HEALTH APPLICATIONS

Area Mental Health functions were consolidated into IST during the latter half of FY05. Several initiatives were completed including:

**Report System Stabilization** – Improved reliability of existing Access-based reporting solution.

**DSS Medicaid Match** – Identified additional AMHA consumers who were eligible for Medicaid.

**Hospital Data Import** – Imported consumer data for





mental health hospital consumers.

**Upgrades to eCura** – Upgraded the vendor supplied LME Information System, eCura.

**Improved Report Request Process** – Improved report request process, documentation, and templates.

**BCMS Billing Speed** – Increased the billing speed of the vendor supplied application, BCMS, by 50%.

**Systems Assessment & Recommendations** – Performed an assessment of current AMHA information systems, including recommended improvements and changes.

### ***E. INFRASTRUCTURE IMPROVEMENT PROJECTS***

IST implemented numerous infrastructure improvement projects, in addition to the aforementioned ITEC infrastructure projects:

- Networks
  - Deployed wireless technology at Hal Marshall for LUESA.
  - Upgraded circuits at 42 Park & Recreation sites to higher speed (commercial DSL) technology.
  - Removed all in-line media converter from network, increasing reliability.
  - Installed a redundant circuit into the AMH/DSS site for fault tolerance.
  - Upgraded/replaced core network switches at CMGC and Jail central.
  - Upgraded all network switches at Hal Marshall Center, Bob Walton Plaza, and Jail North.
  - Upgraded all routers Countywide to Cisco.

*Infrastructure*



- Servers
  - Completed the removal of Novell Address Manager (NAM) Countywide.
  - Began sever consolidation from Novell to Microsoft.
- Help Desk
  - Implemented a knowledge base article system.

## **INTRUSION DETECTION SYSTEM**

IST implemented a network intrusion detection system. Network intrusion detection systems analyze data passed on the network. Data that appears abnormal or malicious is logged for further review by a network specialist. The network specialist can concentrate on the abnormal data, which would otherwise be hidden beneath the massive amount of normal data. This technology has increased visibility into otherwise invisible malicious network activity, including activity from spyware (software that installs itself covertly, without the computer user's consent, monitor's the user's activities, and sends the collected data to remote locations) and virus infections.



## **SPAM FILTERING**

IST enhanced SPAM email filtering solution to address significant increases in inbound junk email (now typically > 80% of all inbound email), resulting in a reduction of email-borne viruses and productivity cost savings of \$525,000 for FY05.



## ***F. PERFORMANCE AND ADMINISTRATION***

### **BALANCED SCORECARD**

#### **FY04 Review**

Last year's scorecard resulted in 7 green-light outcomes, 2 yellow-light outcomes, and 1 red-light outcome. IST scored poorest in feedback from its own employees; in fact, all of the non-green areas came from the Employee Climate Survey. IST made a concerted effort to improve upon the factors leading to its poor survey results, addressing those shortcomings by instituting

specific changes and by improving general communications.

**FY05 Results**

The FY05 scorecard was significantly expanded from 10 measures to 30, to include new enterprise-wide measures plus specific current-year IT projects.

The FY05 results are:

red	yellow	green	n/a	Perspective
		3	1	Customer/Stakeholder
	1	6	2	Internal Business Process
		5		Financial
		11	1	Employee & Organizational Capacity
<b>0</b>	<b>1</b>	<b>25</b>	<b>4</b>	<b>Total</b>

The results were excellent, reflecting dramatic improvement in customer and employee satisfaction, as well as other improvements. Additionally, Countywide results for the four technology-related questions were all green, also reflecting good satisfaction with IST and IT services. Particular noteworthy were dramatic improvements in IT satisfaction by LUESA and AMH staff, following consolidation of their IT services.

**FY06 Implications**

IST was very pleased with the FY05 results, but recognizes the need for continued improvement, especially in customer service and certain employee measures from the Employee Climate Survey. Thus, many of its FY06 targets are being set to a higher standard. Also, accountability for most measures is being cascaded down to the service/budget manager level. This process may further expand the department-level measures and will definitely expand the subordinate statistics from which the department's measures are derived. Especially notable are additions to the Internal Business Process perspective to track costs by specific service area.

**IST'S CUSTOMER SATISFACTION SURVEY**

IST conducted a customer satisfaction survey in May. The survey resulted in responses of agreement (strongly agree or agree) about IST performance from 85.8% to 94.6%. These results were a dramatic improvement over previous customer satisfaction surveys and feedback and clearly indicate tremendous improvement in customer satisfaction.

**ENTERPRISE AGREEMENT – ITEC**

IST contracted with Microsoft to consolidate Enterprise Agreements for Office,

operating systems, and Core CALs (Client Access Licenses), avoiding the administration of separately licensed products including Office, Active Directory, SharePoint, Software Management System (SMS), and Outlook while saving \$1.8M annually in employee productivity.

## BUDGET REDUCTIONS

IST successfully reduced its operating budget by \$717,280 (5%) as requested by the County Manager. Seven positions, including three occupied positions, were eliminated. This tightened the IST operational budget considerably, as IST had already been challenged to develop a budget to meet the service demands of the newly consolidated IT organization within existing funds.

## G. AWARDS



2005 NACo Achievement Award

Address Information Center



2005 NACo Achievement Award

myHR Self-Service Human Resources System



2005 Blue Diamond Award (Chamber of Commerce)

Integrated Data Store



2004 Best of the Web Award

GIS Internet Applications



2004 Carolina URISA

Excellence in GIS

## **II. 2006 WORK PLAN**

### **A. UPCOMING ITEC PROJECTS – 2006**

ITEC projects have a total cost of at least \$100,000 or are funded by ITEC.



### **ISSI/StrataGen – ITEC**

In response to concerns raised over the usability and performance of the current TransWeb application, the Department of Social Services (DSS) and IST engaged in a multi-year effort to replace the TransWeb application with ISSI/StrataGen system. StrataGen system allows workers to quickly and efficiently perform all scheduling tasks, from making reservations to dispatch trips to archiving route information. The case management tool for Transportation will be developed in the Integrated Social Services Information System (ISSI). This will improve resource allocation, increase productivity, and allow cost savings. The current system implementation date is scheduled for the first quarter of 2006.



### **COLLABORATION – ITEC**

SharePoint Portal will be used as a collaboration vehicle for business partners within Mecklenburg County. This project will allow the use of SharePoint products to communicate and manage information throughout the enterprise.



### **ROOM OCCUPANCY & PREPARED FOOD (ROPF) REWRITE – BizTax – ITEC**

The current ROPF/VRT system is approximately eight years old and uses outdated technology. The project goals are to rewrite the existing ROPF/VRT system using new .NET technologies and marry this application and functionality into the new PL-SYS application and database. This will eliminate two separate systems in the Business Tax Collections unit of the Office of the Tax Collector. Projected implementation date is May of 2006.



## **PEOPLESOFT/HUMAN RESOURCES INFORMATION SYSTEM (HRMS) – ITEC**

Starting in FY06 the County will install and implement a major upgrade to PeopleSoft. This release will probably be the last true PeopleSoft release, since the company was purchased by Oracle. This release will provide improved functionality. The most significant improvement is a new eRecruiting module that vastly improves recruiting functionality, which is the weakest part of the current release, and a critical need for County agencies.



## **eGOVERNMENT STRATEGIC PLAN**

IST and the eGovernment/Customer Service Director are collaborating on the development of an eGovernment Strategic Plan for Mecklenburg County.



### **Plan Purpose**

The eGovernment Strategic Plan will describe the County's vision for eGovernment and identify the technology strategies and initiatives that enable the County's Managing for Results (M4R) strategy. It will be closely aligned with the County's Corporate & Community Scorecard, Strategic Business Plan, and County Manager's M4R agenda. The plan will provide a 3+ year common direction for eGovernment priorities and investment by the organization.

### **Plan Objectives**

The eGovernment Strategic Plan will identify strategies and initiatives that will:

- Increase service value.
- Improve ability of employees to learn and innovate to perform their jobs better.
- Increase employee efficiency and productivity.
- Enhance collaboration and knowledge

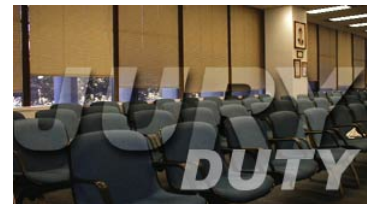


- sharing throughout enterprise.
- Align IT strategies and initiatives with enterprise and business strategies.
  - Increase organizational flexibility and responsiveness by applying technologies and processes to reduce limitations of organizational structure.
  - Provide for greater cross-agency information sharing and integration.
  - Enhance citizen involvement and service delivery.
  - Provide IT best practices and an efficient and effective technical infrastructure.

## **B. OTHER ACTIVITIES AND PROJECTS – 2006**

### **JUROR SELECTION PROCESSING SYSTEM**

This purpose of this system is to allow the Jury Coordinator to manage potential juror demographic and service information. This system will replace the ACS Juror for Windows application and provide robust functionality and flexibility. This effort will allow potential jurors to access juror information via the web and the DAISI Interactive Voice Response System. Other functionality will allow the Trial Court Administrator's Office to utilize components that are tailored to the current business need with the ability to expand for future enhancements.



### **AMHA PROVIDER CLAIMS ADJUDICATION SYSTEM**

In FY06 IST will develop a web-based Claims Adjudication System that will read authorization and claim information from eCura and Provider Connect tables, adjudicate provider claims, and generate a HIPAA 835 file to send to providers. The system will also store and display current and past claim information and adjudication status. This will replace the existing claims adjudication process in eCura. The current system, which went live in FY05, does not provide all the functionality needed to conduct day-to-day business at Area Mental Health.



## AREA MENTAL HEALTH APPLICATIONS

Several new or enhanced applications are planned for AMHA, including the following:

**Report System Improvement** – Develop a reporting system outside of Access.

**eCura Guardian Upload** – Upload guardian information from BCMS to eCura.

**Vendor Application Speed Improvement** – Increase the speed of vendor supplied applications, BCMS and eCura.

**ID Synchronization** – Develop a nightly process to import the eCura ID into BCMS alternate ID field.

**Consolidate CDW Codes** – Change reporting to State Consumer Data Warehouse (CDW) to a single facility code.

**Training Register** – Develop a web-based solution for external service providers to request, register for, and perhaps pay for training at AMHA.

**Systems Standardization and Consolidation** – Standardize and consolidate existing AMH information systems into IST.

## JOURNEYMAN

The Journeyman application is used by the Revenue Collection and Code Enforcement areas of LUESA (Land Use and Environmental Services Agency) to administer Journeyman certification. During FY06 the application will be re-written and functionality will be added to automatically create exam letters and improve the administration of the Journeyman cards.



## **PARTICIPANT TRACKING DATABASE**

This application will be used by the Health Department to track participant data at County health screenings and provide summary reports on the medical tests administered during the screening. In addition, the application will be used to capture medical referrals.



## **NEIGHBORHOOD ASSOCIATION**

This application is being developed for Park & Recreation's General Managers. It will provide the ability to lookup all neighborhood associations within a user defined range. This will provide the General Managers the ability to network and market without the added expense of mailings/publications. This application is scheduled to be implemented in September of 2006.



## **BEST LOCK KEY SYSTEM**

Park & Recreation is working with Best Access System to determine the correct BASIS package of software to purchase for the electronic control of access cards. All new facilities will be wired with the ability to network this software. Older facilities can be managed with PDAs. Scheduled implementation date is November of 2006.



## **GREENWAY TRACKING**

Park & Recreation is currently manually tracking the number of individuals who are utilizing the County's greenway system. Software is required to automate this tracking.



## **DOG PARKS**

Park & Recreation is determining the best way to handle the sale, authorization, and access to the dog park facilities using technology.



## C. UPCOMING ITEC INFRASTRUCTURE INITIATIVES – 2006

### WEB SECURITY SYSTEM – ITEC

In FY06 IST will implement a new web security system to significantly reduce risk from web-borne threats such as viruses and spyware. This new system will replace the existing system that blocks access to inappropriate web sites.

- **Inappropriate web sites (improved)**

Users will still be blocked from accessing known inappropriate web sites.



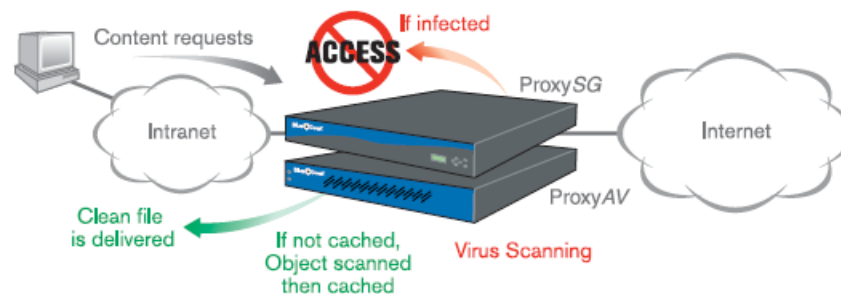
- **Spyware Blocking (new feature)**

Web traffic will be scanned for spyware. Users can access spyware-free content and known spyware web sites will be blocked.



- **Virus Filtering (new feature)**

All web traffic will be scanned for embedded viruses. Only clean content can be accessed by internal users. Access to infected files will be blocked.



- **Filtering of instant messaging (IM) traffic to the Internet (new feature)**

Instant messaging can be used for passing virus-infected files. It can also be used to exchange content that violates Mecklenburg County policy. The new product scrubs viruses from IM and filters content in IM conversations.

- **Authenticated access to the Internet (new feature)**  
Access to the Internet can be restricted to users who have logged into the Mecklenburg County network. This allows monitoring and management of Internet usage based on user ID and department.

### **REPLACEMENT OF COUNTY PCs – ITEC**

IST will replace 813 computers (496 PCs and 317 laptops) that cannot run Windows XP, Office 2003, and potentially other business applications to improve employee productivity and reduce support and maintenance costs.

### **EMAIL MIGRATION – ITEC**

IST will design and implement the hardware and software environment to support Exchange/Outlook 2003. This will include migrating all County email users from GroupWise to Outlook 2003.

### **SERVER CONSOLIDATION – ITEC**

This is a three-year project with three distinct phases. In FY06 IST will build the infrastructure, which includes the backend storage solution, and use VMware to consolidate 33 physical servers down to three physical servers. This will improve manageability and overall performance. The three year goal is to consolidate 115 servers into 10.

### ***D. OTHER UPCOMING INFRASTRUCTURE INITIATIVES – 2006***

#### **REDUNDANT CORE SWITCH IMPLEMENTATION**

There is currently only one core switch which provides access for all County departments to all other County departments and outside entities such as the State Internet, extranet, and Intranet connectivity. The redundant core will provide backup for the existing core switch, which is a critical part of the County's network environment.

#### **NOVELL SERVER DECOMMISSION**

This initiative will move all County users and their data from a Novell server to a Microsoft server.

## MULTI-FUNCTION DEVICE IMPLEMENTATION

IST will assist IKON with the implementation of 211 new multifunction devices, which will replace single function copiers and some printers at DSS, AMH, and MEDIC.

### E. MIGRATION FROM THE MAINFRAME UPDATE

#### Background

The current trend, in the IT industry generally and within the government sector specifically, is to acquire and develop non-mainframe, "Wintel" applications, and this trend holds true for Mecklenburg County. With the high fixed costs of supporting a mainframe environment, spread over a decreasing application base, IST determined that an orderly migration from the mainframe should be commenced. This recommendation was communicated to the Technology Advisory Council on April 9, 2003.

The overall migration plan subdivides into two parts: applications residing on the mainframe (must be replaced or rewritten), and applications residing on Wintel platforms but using databases on the mainframe (must be reconfigured).

#### Applications Residing on Mainframe

Target		Department	Manager
Complete	Jail System	Sheriff	Sheriff
After 6/06	Central Repository (Waiting on NCAWARE)	Sheriff	Isaac
After 6/06	Magistrate System (Waiting on NCAWARE)	SJS	Isaac
11/05	Arrest Processing	Sheriff	Isaac
11/05	Risk Assessment	Sheriff	Isaac
10/05	Advantage Financial	Finance	Pam R.
6/06	Tax Billing & Collections/Web Lookup -- Group1 (COTS Mailing Software) -- Street Assessment/Web Lookup -- Street Lighting/Web Lookup	Finance/Office of the Tax Collector	Nelson/ Pam L.
03/06	Business License Print Jobs	Finance/ Office of the Tax Collector	Nelson
03/06	BOE Precinct Book	BOE	Sandra
06/06	Street File/ Web Lookup	LUESA/Code Enforcement	Greg



Target		Department	Manager
12/05	DSS Miscellaneous (State Reports, Tapes)	DSS	Ricky

### Applications Using Mainframe Databases

Target		Department	Manager
12/05	Sheriff's Paper System	Sheriff	David G.
2/06	Journeyman	LUESA/Code Enforcement	Candice
6/06	Address Verification Tool	LUESA/PALRM	Greg
6/06	Master Address Table	LUESA/PALRM	Greg
6/06	Address Extract Application	CMPD	GIS

### Assumptions

- IST Operations staff's needs must be considered and carefully planned.
- The City of Charlotte will need to find a new service provider and must be given ample advance notice to do so.
- Projected date for the elimination of the mainframe is June 30, 2006, based upon current replacement plans of remaining mainframe systems; however, IST is currently looking at other options for Central Repository and the Magistrate System because the State will not have NCAWARE implemented prior to June 30, 2006.

### F. CONTACT INFORMATION

Please do not hesitate to contact us or visit one of our web sites:

- 704-336-2003 – Telephone
- 704-336-7219 – Fax
- 704-432-4357 (2HELP) – Technology Help Center
- <http://ist.charmeck.org>
- <http://meckweb.co.mecklenburg.nc.us>
- <http://garcia.co.mecklenburg.nc.us/onestop/> – IST's 1 Stop Shopping for Services
- <http://meckweb.co.mecklenburg.nc.us/coist/CSB/tblCustFBadd.asp> – Customer Suggestion Box

