Antrim County

INFORMATION TECHNOLOGY
ANNUAL REPORT 2017

The Antrim County Information Technology Department is responsible for maintaining and supporting an inventory of approximately 200 computers/laptops, 16 tablets, 90 printers, 178 VoIP phones, 50 cellular phones, 38 servers, and several other network devices (switches, routers, firewalls, wireless AP's, etc.).

The following is a brief outline of some of the duties performed by the Information Technology Department and the activities that the department was involved with in 2017.

⇒ Researched and implemented a solution for mounting the building inspector tablets in the trucks (see page 6).

⇒ Upgraded the network switches for the County Building server room and the switches located in the server room at the Sheriff Department for faster connectivity between the two buildings.

⇒ Attended training with the Commission on Aging Director regarding the security regulations for HIPAA compliancy.

⇒ Worked closely with the Administration office and General Code to set up the Laserfiche document imaging system for the Administration office and participated in the "Basic Laserfiche Training" session that was provided to the Administration office.

⇒ Worked closely with the Sheriff Department staff to gather all the technical information required for the triennial LEIN (Law Enforcement Information Network) audit with the Michigan State Policy.

⇒ Worked closely with the District Court staff to gather all the technical information required for the triennial LEIN (Law Enforcement Information Network) audit with the Michigan State Policy.

⇒ Coordinated with the Planner, GIS Technician and Land Information Access Association (LIAA) to update the ortho photos provided on the county web site.

⇒ Coordinated and worked with Fidlar and Register of Deeds office to update the Laredo software on all of the workstations utilizing the Laredo software.

⇒ Worked with District Court and Grand Traverse County IT Department to setup the District Court with OnBase document imaging system.

⇒ Met with the Sheriff Department to discuss a solution for the MCT's, to be deployed to EMS, Fire Departments, Local Police Departments and Sheriff Department deputies.

⇒ Increased the work hours for the Information Technology Support Technician from a part-time position to a full-time position.

⇒ Started migrating computers running on the Windows 7 Professional operating system to Windows 10 Professional preparing for the Windows 7 Professional end of support as of January 14, 2020.

⇒ Worked with the Accountant to implement a page on the county intranet site, that will provide a list of approved vendors and a link to the vendor web sites that department can utilize to obtain their own quotes for office supplies. This also included setting up accounts and permissions with each of the vendors, for each department to sign in to their web sites.

⇒ Worked closely with the Sheriff Department to set up two (2) deputies to pilot body cameras, and the VuVault software used to manage the videos.

⇒ Coordinated with the Prosecutors office and PAAC/PAAM to upgrade the Adult Case Tracking and the Juvenile Case Tracking applications used by the department.

⇒ Worked with jail administration to determine a solution and provide a quote for a possible Polycom system to be utilized by indigent defense attorneys and their clients.

⇒ Created a monthly IT Department newsletter to help educate employees about technology; security issues; and to include useful technical tips.

⇒ Attended a conflict resolution training facilitated by the county.

⇒ Coordinated and participated in a meeting between the jail administration and General Code to discuss a document imaging solution for the jail.

⇒ Set up administrator accounts to departmental Facebook pages in an effort to maintain continuity with staffing changes and to offer support.

⇒ Attended and contributed to the 911 Board meetings.

⇒ Worked with the Sheriff Department, the Village of Mancelona and Village of Bellaire Local Police Departments to pilot a solution for sharing law enforcement information.

⇒ Installed new cable drops in the Sheriff Department, 1905 Courthouse, and the County Building. Installation was done by the Maintenance Department, with the assistance of the Information Technology Department.

⇒ Met with departments before budget request, to discuss technical needs and provide budget numbers for 2017 requests.

⇒ Replaced 5 year or older laptops/computers with new; and repurposed several older computers for public use, courts, substations, etc.:
  o 5 laptops replaced
  o 16 computers replaced
  o 6 repurposed computers
  o 3 tablets

⇒ Prepared computers (wiped or destroyed hard drives) and other technical devices for disposal.

⇒ Upgraded all the computers and servers to the newest version of Symantec Endpoint Protection.

⇒ Administered user accounts for network access, created email accounts for users and departments, programmed phones for any changes that were needed and set up appropriate permissions for users to access network resources (database, shared folders, computers, etc.)

⇒ Continued supporting and managing user accounts and permissions for the county website.

⇒ Attended the Capital Improvement Plan Committee meetings as an appointed member.

⇒ Researched, provided quotes and ordered technical equipment for all of the County departments.

⇒ Continued to keep current inventory of computers, software, network equipment, printers, monitors, etc.

⇒ Managed the cellular accounts with Verizon Wireless including ordering phones, ordering or changing services, troubleshooting and setting up cell phones for the end user.
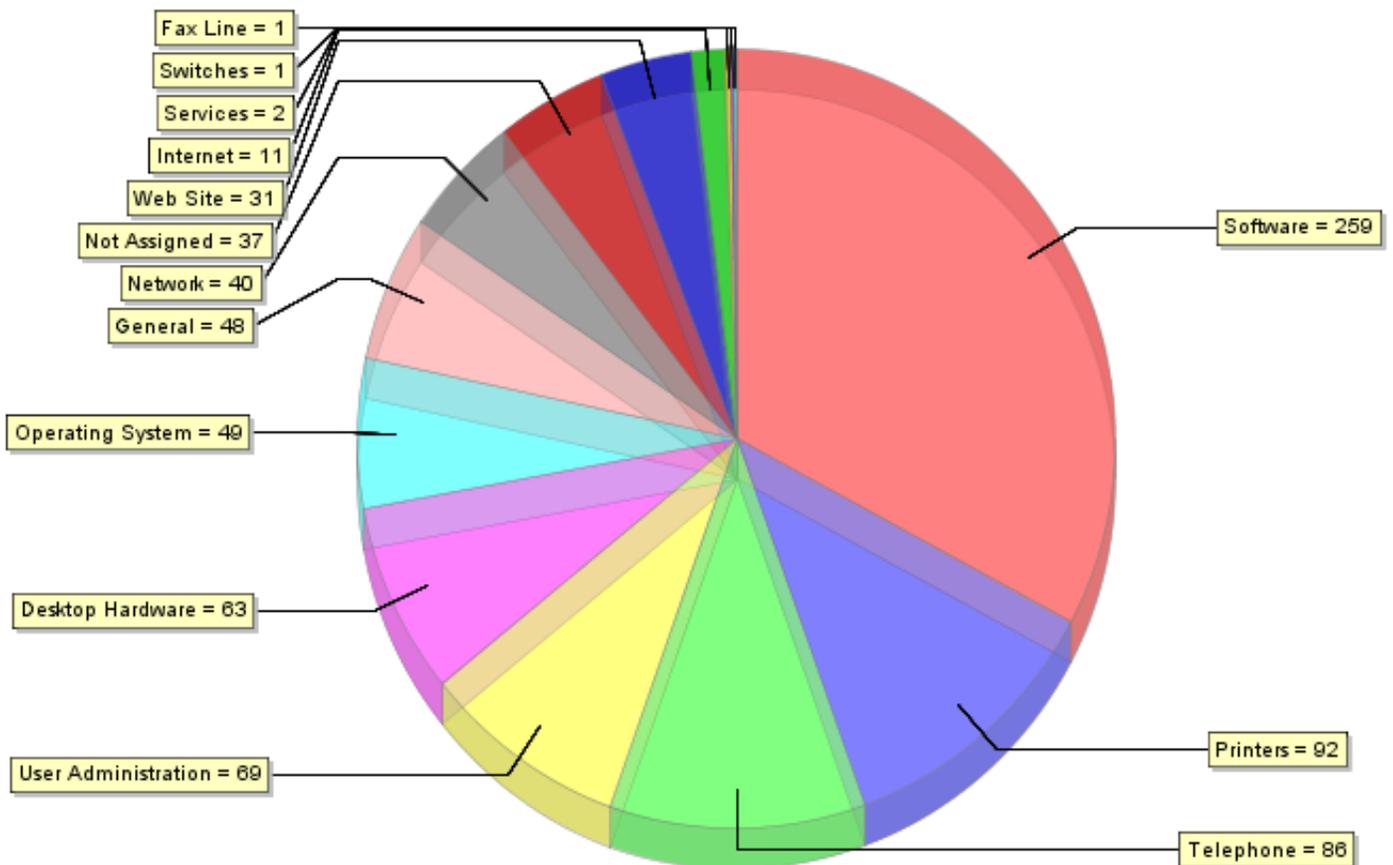
2017
Help Desk Tickets

Requests by Category

Created Time : From Jan 1, 2017 12:00 AM To Dec 31, 2017 11:59 PM

	2017	Count
Craft, Valerie	338	338
Scott, Jeremy	451	451
Count	789	789

Requests by Category

Created Time : From Jan 1, 2017 12:00 AM To Dec 31, 2017 11:59 PM

Fax Line = 1
Switches = 1
Services = 2
Internet = 11
Web Site = 31
Not Assigned = 37
Network = 40
General = 48
Operating System = 49
Desktop Hardware = 63
User Administration = 69
Software = 259
Printers = 92
Telephone = 86

Antrim County Information Technology Department

Completed Requests By Department

Completed Time : From Jan 1, 2017 12:00 AM To Dec 31, 2017 11:59 PM

	2017
Abstract	5
Accounting	14
Administration & Planning	96
Adult Probation MDOC	2
Airport	23
Animal Control	21
Barnes Park	26
Board of Commissioners	7
Circuit Court	0
Clerk	64
Commission on Aging	45
Construction Code	36
District Court	39
District Court Probation	5
Emergency Operations	4
Equalization	14
Friend of the Court	2
Grass River Natural Area	6
Housing	7
Maintenance	5
Medical Examiner	0
MSU Extension	16
Probate Court	46
Prosecutors Office	50
Register of Deeds	34
Sheriff - 911 Dispatch	30
Sheriff - Administration	20
Sheriff - Civil Process	2
Sheriff - Corrections	12
Sheriff - Courthouse Security	5
Sheriff - Deputies	37
Sheriff - Detectives	20
Sheriff - Nurse	8
Sheriff - Zero Tolerance	8
Transportation	12
Treasurer	16
Veterans Affairs	52
Count	**789**
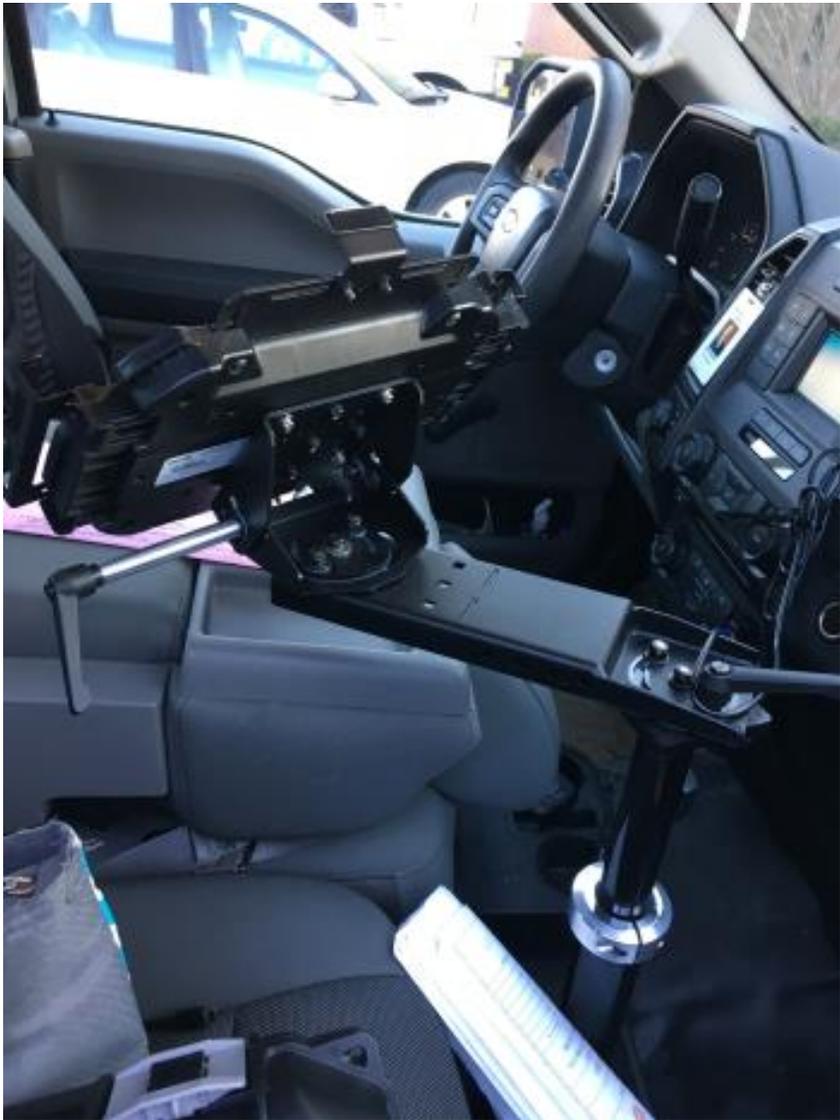
Photos of the mounts for a tablet, located in the building inspector's Ford F150