

# IT DEPARTMENT ANNUAL REPORT 2018



*Antrim County*

The Antrim County Information Technology Department is responsible for maintaining and supporting an inventory of approximately 200 computers/laptops, 36 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 2018.

- ⇒ Worked closely with the Sheriff Department and the Prosecutor Office to find a solution for sharing body camera videos, RMS (Records Management System) and LEIN (Law Enforcement Information Network) information between the two offices.
- ⇒ Worked with the Sheriff Department and ASC (Advanced Satellite Communications, Inc.) with the installation of security/surveillance cameras in the 1905 Courthouse.
- ⇒ Setup and worked closely with the jail administrator to integrate a document imaging solution for jail records, utilizing Laserfiche Software.
- ⇒ Implemented a remote access solution for the Local Police Department officers (Mancelona, Elk Rapids, Central Lake, Bellaire) for the purpose of reporting and accessing LEIN information with the Sheriff Department.
- ⇒ Worked closely with Superior (now Central Square), the software vendor for Sheriff Department applications, to ensure a proper infrastructure of servers and resources needed to accommodate the MCT project. This included ordering hardware, ordering Microsoft software and licenses, and preparing the servers with operating systems and several other prerequisites necessary for the installation of the software.
- ⇒ Created a Telecom Billing Analysis for Antrim County. The analysis included current actions, updates on future changes and goals to further reduce the county's telecom costs by approximately \$20,000 annually.
- ⇒ Consulted and assisted the Prosecutor Office with their exploration of a possible hosted or cloud-based application solution that would replace the document imaging and database software currently being utilized for case management.

- ⇒ Deployed MCT's (Mobile Computer Terminals) in the Antrim County Sheriff patrol cars and assisted with identifying an installer and procedure for the installation. The Sheriff Department deputies went live with the MCT solution in September and October.
- ⇒ Worked closely with the Sheriff Department to create a Memorandum of Understanding for the MCT's, between Antrim County Sheriff Department and the EMS, Fire Departments and Local Police Departments. A User Account Validation Policy, Password Policy and the County Acceptable Use of Information Technology Policy was provided to each agency as part of the agreement.
- ⇒ Continued working with the Sheriff Department to plan and pilot an MCT solution for EMS, Local Police Departments and the Fire Departments.
- ⇒ Coordinated with Core Technologies, software vendor for Sheriff Department, to upgrade the server used for accessing LEIN information.
- ⇒ Transitioned the county email spam-filter services to a more fiscally sound solution managed by the county Information Technology department.
- ⇒ Researched, implemented and installed an access control system for 911 Dispatch that ties into active directory accounts; allows the use of a web portal for auditing; setting up permissions, unlocking the door and locking down the door. The system can use keypads, smart phones, badges and key fobs, available at a much lower cost. Started piloting the solution on the Treasurer's office door.
- ⇒ Wrote the County Acceptable Use of Information Technology Policy to replace the Computer, Internet and Network Use Policy. The policy was adopted by the Board of Commissioners at the April 12, 2018 meeting.
- ⇒ Worked with county legal counsel on a contract between Antrim County and Frontier Communications for the county PRI (Primary Rate Interface) phone lines reducing the monthly costs by \$502.
- ⇒ Worked with county legal counsel on a contract between Antrim County and Verizon for the Enterprise Messaging Services used by the Sheriff Department for the alpha-numeric paging system reducing the monthly costs by \$200.
- ⇒ Worked with county legal counsel on a contract between Antrim County and Spectrum for the county fiber internet service, drastically increasing bandwidth.

- ⇒ Provided a secure solution for election results to be submitted to the County Clerk on election day. This included site visits to the townships to train each township clerk how to transmit the data.
- ⇒ Configured and installed outdated network switches for the 1905 Courthouse, increasing connectivity speeds.
- ⇒ Worked with District Court and Grand Traverse County IT Department to setup the District Court with OnBase document imaging system.
- ⇒ Worked with the Human Resource Director on the Social Media Internal Use Policy.
- ⇒ Migrated dozens of 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 jail administration and the County Administrator to determine a solution and provide a quote for a Polycom system to be utilized by indigent defense attorneys and their clients.
- ⇒ Attended the Capital Improvement Plan Committee meetings as an appointed member.
- ⇒ Attended and contributed to the 911 Board meetings.
- ⇒ 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 provided research and pricing for 2019 requests.
- ⇒ Worked closely with the Sheriff Department and vendors to prepare for the NextGeneration 911 phone system.
- ⇒ Hired an intern from Baker College majoring in Information Technology, to be mentored and assist the Information Technology department from May until August.

- ⇒ Replaced 5 year or older laptops/computers with new; and repurposed several older computers for public use, courts, substations, etc.:
  - 18 laptops replaced
  - 21 computers replaced
  - 28 repurposed computers
  - 19 tablets
  
- ⇒ Prepared computers (wiped or destroyed hard drives) and other technical devices for disposal.
  
- ⇒ Upgraded security to all the computers and servers with 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.)
  
- ⇒ Worked with the Prosecutor Office to prepare for a Tax Data Audit that is required to be completed by September 2019. The audit will include management control and technology.
  
- ⇒ Continued supporting and managing user accounts and permissions for the county website.
  
- ⇒ 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 and AT&T including ordering phones, ordering or changing services, troubleshooting and setting up cell phones for the end user.
  
- ⇒ Continued to manage editor accounts and permissions for departmental Facebook pages.

## 2018 Help Desk Tickets

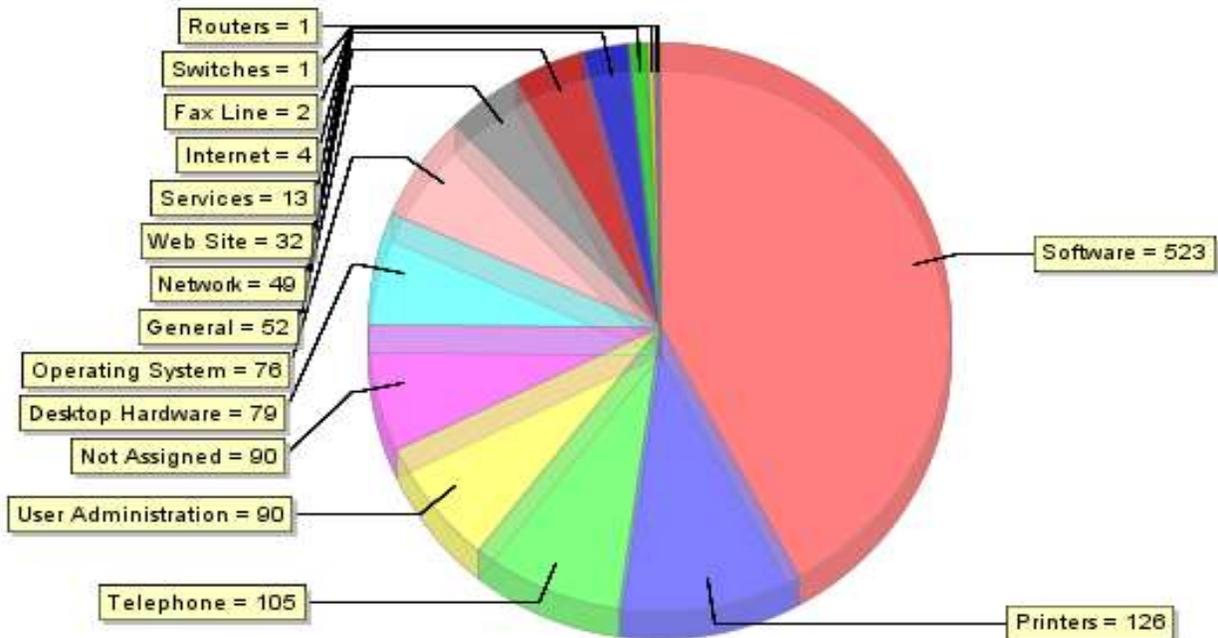
### Completed Requests By Date by Technician

Completed Time : From Jan 1, 2018 12:00 AM To Dec 31, 2018 11:59 PM

	2018	Count
Craft, Valerie	431	431
Scott, Jeremy	812	812
<b>Count</b>	1243	1243

### Requests by Category

Created Time: From Jan 1, 2018 12:00 AM To Dec 31, 2018 11:59 PM





## Antrim County Information Technology Department

### Completed Requests By Department

Completed Time : From Jan 1, 2018 12:00 AM To Dec 31, 2018 11:59 PM

	2018
Abstract	7
Accounting	15
Administration & Planning	91
Adult Probation MDOC	2
Airport	23
Animal Control	21
Barnes Park	12
Board of Commissioners	4
Circuit Court	1
Clerk	55
Commission on Aging	67
Construction Code	77
District Court	41
District Court Probation	9
Emergency Operations	21
Equalization	58
Friend of the Court	6
Grass River Natural Area	32
Housing	5
Human Resources	19
Local Police Departments (4)	12
Maintenance	9
Medical Examiner	0
MSU Extension	33
Probate Court	48
Prosecutors Office	150
Register of Deeds	51
Sheriff - 911 Dispatch	68
Sheriff - Administration	48
Sheriff - Civil Process	7
Sheriff - Corrections	70
Sheriff - Courthouse Security	2
Sheriff - Deputies	57
Sheriff - Detectives	21
Sheriff - Nurse	5
Sheriff - Zero Tolerance	9
Transportation	12
Treasurer	38
Veterans Affairs	37
<b>Count</b>	<b>1243</b>