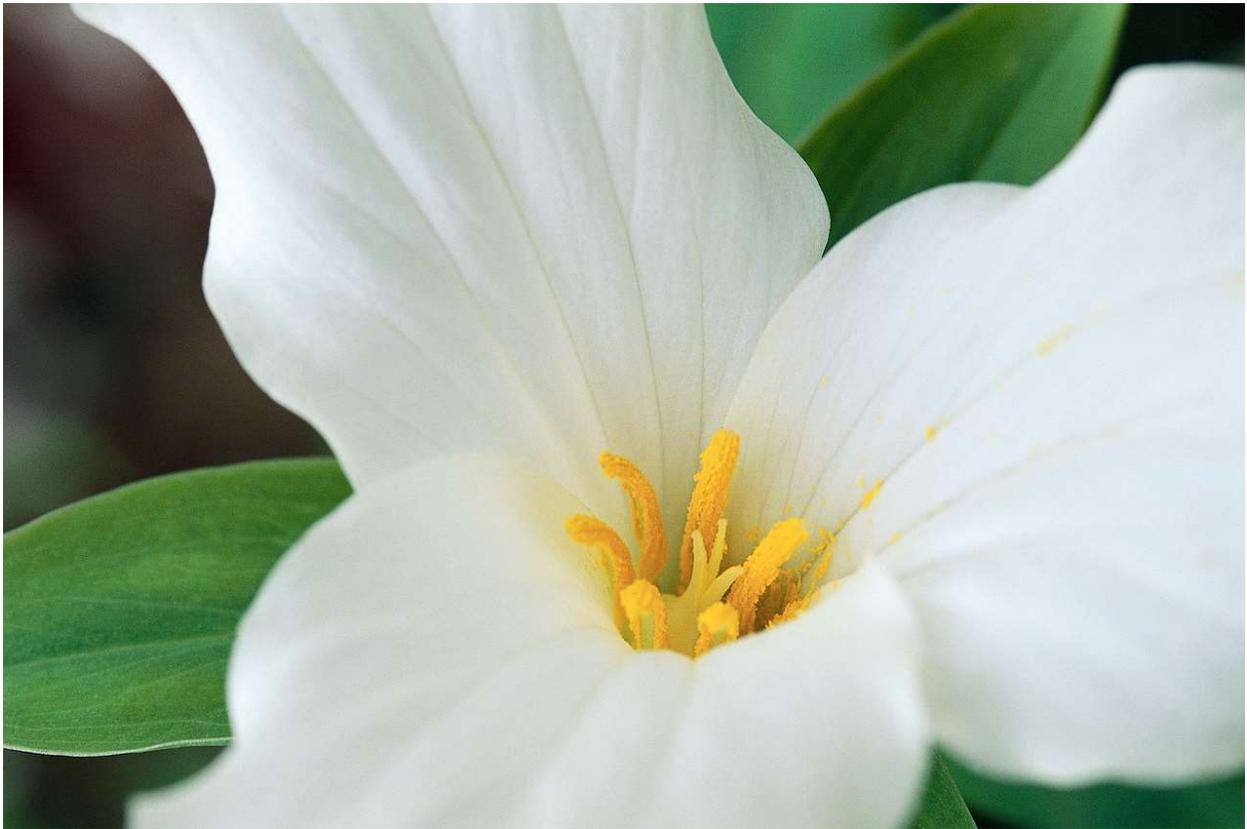


2019  
Annual Report

Antrim County  
Information Technology  
Department



The Antrim County Information Technology Department is responsible for maintaining and supporting an inventory of approximately 225 computers/laptops, 56 tablets, 123 printers, 200 VoIP phones, 50 cellular phones, 40 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 2019.

- ⇒ Worked closely with the Sheriff Department and PFN (Peninsula Fiber Network) to tune-up the Viper NG911 (NextGen 911) dispatch phone system.
  
- ⇒ Worked with county legal counsel on a contract between Antrim County and Verizon for the cellular services. The contract reduced the monthly costs and offers priority on the Verizon network for devices used by public safety.
  
- ⇒ Worked closely with Human Resources and BS&A to deploy the BS&A employee portal, allowing county employees to enter timesheets remotely, view correspondence from Human Resources, change addresses and dependents, and view their payroll information.
  
- ⇒ Worked with copy machine vendors to request quotes for all thirteen county leased copy machines with the goal to have all contracts expiring at the same time and to work with one vendor versus three. This reduced the county costs by approximately \$17,000 a year.
  
- ⇒ Worked closely with the Prosecutor Office and consultants from MGT Consulting to complete the Security Risk Assessment audit, required tri-annually to ensure compliance with the management, operational, and technical controls required by IRS Publication 1075; DTMB (Department of Technology, Management and Budget) Technical Policies, Standards; and Procedures, and MDHHS-OCS (Michigan Department of Health and Human Services - Office of Child Support) security and confidentiality policies.
  
- ⇒ Implemented an automated security awareness training solution for county employees. The training specializes in making sure employees understand the mechanisms of spam, phishing, spear phishing, malware, ransomware and social engineering.
  
- ⇒ Worked closely with the Administrator to setup a purchasing process that allows the various departments to have the ability to order their own office supplies from preferred vendors that the county currently has accounts with (Staples, Office Depot, Quill, etc.). Included setting up user accounts, permissions, purchase requirements, and shipping addresses with each vendor.

- ⇒ Worked with Grand Traverse County Information Technology Department to pilot and troubleshoot issues with the new update for OnBase, the document imaging system used by the court staff.
- ⇒ Worked closely with Michigan State University (MSU) Information Technology personnel to move MSU staff off of the county network, to an MSU managed network.
- ⇒ Worked closely with Human Resources to start the process of hiring personnel to fill the Information Technology Support Specialist position within the Information Technology Department.
- ⇒ Participated in the demonstrations of reservation systems for Barnes Park with the deputy administrator, treasurer and park director.
- ⇒ Worked with the Sheriff Department and ASC (Advanced Satellite Communications, Inc.) to setup, and update the jail video camera server and migrate the information from the old server.
- ⇒ Setup and worked closely with Human Resources to integrate a document imaging solution for human resource records, utilizing Laserfiche software.
- ⇒ 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.
- ⇒ Continued working with the township clerks by providing support with the software and the processes for submitting election results electronically.
- ⇒ 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.
- ⇒ Met with departments before budget request, to discuss technical needs and provided research and pricing for 2020 requests.

- ⇒ 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.
- ⇒ Researched, implemented and piloted a solution for the Sheriff Department, to have the capabilities of tracking and viewing GPS information for the Sheriff Department K9, and recreational staff.
- ⇒ Replaced 5 year or older laptops/computers with new; and repurposed several older computers for public use, courts, substations, etc.:
  - 6 laptops replaced
  - 22 computers replaced
  - 17 repurposed computers
- ⇒ Prepared computers (wiped or destroyed hard drives) and other technical devices for disposal.
- ⇒ 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.
- ⇒ Continued managing the access control system for the sheriff department, clerk and treasurer.
- ⇒ 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.

## 2019 Help Desk Tickets

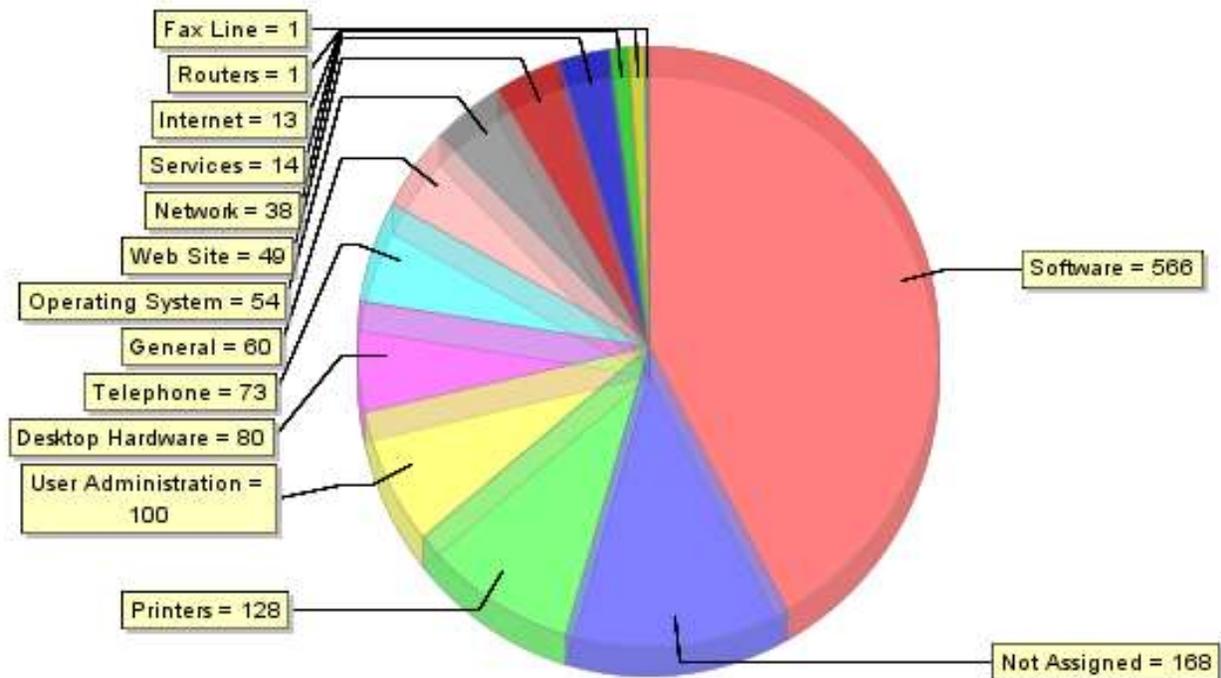
### Completed Requests By Date by Technician

Completed Time : From Jan 1, 2019 12:00 AM To Dec 31, 2019 11:59 PM

	2019	Count
Craft, Valerie	545	545
Scott, Jeremy	800	800
<b>Count</b>	1345	1345

### Requests by Category

Created Time: From Jan 1, 2019 12:00 AM To Dec 31, 2019 11:59 PM





## Antrim County Information Technology Department

### Completed Requests By Department

Completed Time : From Jan 1, 2019 12:00 AM To Dec 31, 2019 11:59 PM

	2019
Abstract	17
Accounting	17
Administration & Planning	88
Adult Probation MDOC	0
Airport	7
Animal Control	21
Barnes Park	22
Board of Commissioners	5
Circuit Court	1
Clerk	94
Commission on Aging	59
Construction Code	93
District Court	36
District Court Probation	11
Emergency Operations	17
Equalization	38
Friend of the Court	1
Grass River Natural Area	36
Housing	2
Human Resources	65
Local Police Departments (4)	31
Maintenance	4
Medical Examiner	1
MSU Extension	20
Probate Court	57
Prosecutors Office	112
Register of Deeds	32
Sheriff - 911 Dispatch	108
Sheriff - Administration	49
Sheriff - Civil Process	3
Sheriff - Corrections	39
Sheriff - Courthouse Security	3
Sheriff - Deputies	103
Sheriff - Detectives	13
Sheriff - Nurse	3
Sheriff - Zero Tolerance	17
Township Clerks	5
Transportation	27
Treasurer	45
Veterans Affairs	43
<b>Count</b>	<b>1345</b>