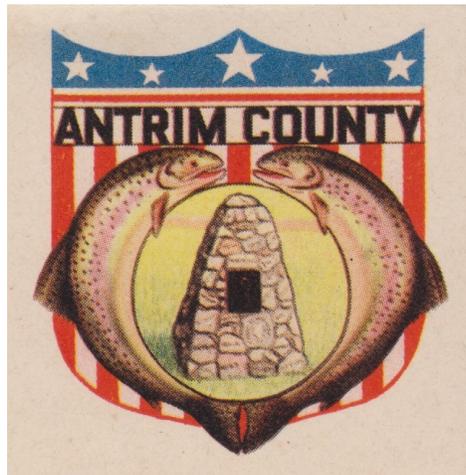




Antrim County
MICHIGAN

Information Technology Department



2015

Annual Report

The Antrim County Information Technology Department is responsible for maintaining and supporting an inventory of approximately 200 computers/laptops, 11 tablets, 90 printers, 178 VoIP phones, 50 cellular phones, 36 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 2015.

- ⇒ Trained and assisted several departments with posting information pertaining to their respective department, on the newly revamped county website. The new web site went live in January of 2015.
- ⇒ Worked closely with the Probate Court staff and BIS Digital to set up a new recording system in the Probate Court room.
- ⇒ Assisted AT&T with the setup of a new Polycom system, used for video arraignments, in the District Court room.
- ⇒ Upgraded the phone system software, with the assistance of NETech, from CallManager 10.0 to 10.5.
- ⇒ Assisted Antrim County Transportation and Otec Communication Systems with the setup of a GPS Vehicle Location Reporting Service.
- ⇒ Assisted the Sheriff Department with the review of RFP's (Request for Proposals) for the Jail Inmate Trust Accounting System.
- ⇒ Worked closely with Register of Deeds and Fidler Software with the planning and implementation of the Laredo Software and the required hardware.
- ⇒ Assisted the Register of Deeds with the return of the hardware that was used with the ACS software.
- ⇒ Coordinated the install of an Emergency Call Station, located near the fuel pumps, at Antrim County Transportation.
- ⇒ Worked with the jail administrator and Stellar Services with the setup of the jail commissary software utilized by jail staff, sheriff administration, accountant, treasurer and the general public through a kiosk system.
- ⇒ Reviewed RFP's for jail video and intercom system and assisted the jail administrator and the vendor with the setup of a new IP camera system for the jail.

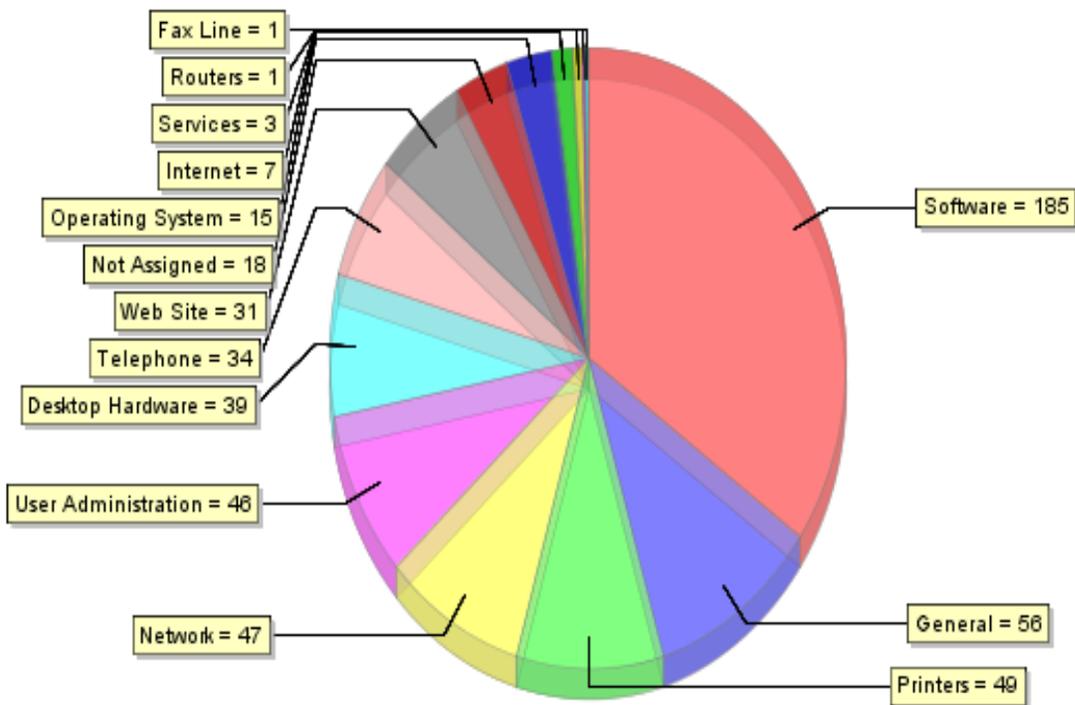
- ⇒ Setup a new server for the Prosecutor's office for the Adult Case Tracking and Juvenile Case Tracking software. Worked with PAAC/PAAM to migrate data to the new server.
- ⇒ Interviewed and hired an Information Technology Support Technician for the Information Technology Department.
- ⇒ Worked with the State of Michigan DTMB (Department of Technology, Management and Budget) in consolidating the LGNet connection between Michigan Department of Corrections, Department of Human Services and the Antrim County Sheriff Department.
- ⇒ Worked closely with DSS Corporation and the Sheriff Department with the installation of the phone recorder server.
- ⇒ Worked with the County Administrator in reviewing an agreement between State of Michigan DTMB and Antrim County for the use of the county's current fiber and the newly proposed fiber installation.
- ⇒ Coordinated and attended a meeting with the Treasurer, Clerk, Accountant, Planner and a representative from General Code to discuss the Laserfiche document imaging software.
- ⇒ Upgraded the county servers running Server 2003 operating system to Server 2012 as Microsoft ended support July 14, 2015.
- ⇒ Setup a server for the Smart911 application for 911 Dispatch.
- ⇒ Worked with AT&T to cutover a new circuit for the LGNet connection, to the State of Michigan.
- ⇒ Implemented a MDM (Mobile Device Management) solution that allows policies to be applied to county issued cell phones and allows the ability to remotely wipe information from a lost or stolen phone.
- ⇒ Installed 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 2015 requests.
- ⇒ Replaced 5 year or older laptops/computers with new; and repurposed several older computers for public use, courts, substations, etc.:
 - 8 laptops replaced
 - 15 computers replaced
 - 9 repurposed computers
 - 9 tablets

- ⇒ Prepared computers (wiped or destroyed hard drives) and other technical devices for disposal by auction or donation.
- ⇒ 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 a current inventory list 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.

2015 Help Desk Tickets

Requests by Category

Created Time : From Jan 1, 2015 12:00 AM To Dec 31, 2015 11:59 PM





Antrim County Information Technology Department

Completed Requests By Department

Completed Time : From Jan 1, 2015 12:00 AM To Dec 31, 2015 11:59 PM

	2015
Abstract	5
Accounting	8
Administration & Planning	30
Adult Probation MDOC	0
Airport	6
Animal Control	1
Barnes Park	19
Board of Commissioners	4
Circuit Court	4
Clerk	25
Commission on Aging	52
Construction Code	33
District Court	30
District Court Probation	1
Emergency Operations	2
Equalization	5
Friend of the Court	2
Grass River Natural Area	4
Housing	7
Maintenance	4
Medical Examiner	0
MSU Extension	37
Nifty Thrifty	1
Probate Court	36
Prosecutors Office	62
Register of Deeds	14
Sheriff - 911 Dispatch	16
Sheriff - Administration	15
Sheriff - Civil Process	3
Sheriff - Corrections	19
Sheriff - Courthouse Security	1
Sheriff - Deputies	37
Sheriff - Detectives	9
Sheriff - Nurse	5
Sheriff - Zero Tolerance	2
Transportation	10
Treasurer	16
Veterans Affairs	8
Count	533