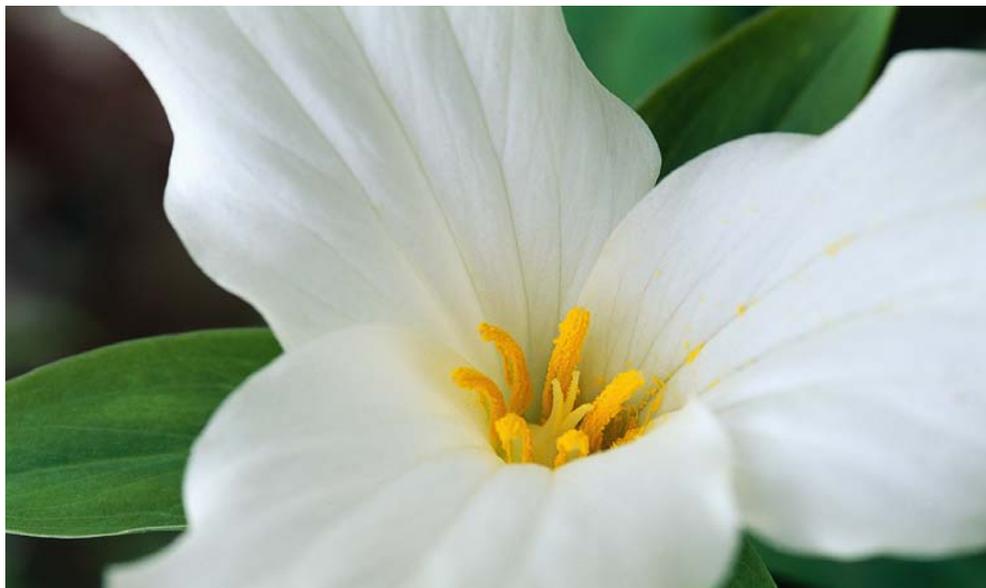


2013
Annual Report

Information Technology
Department



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 2013.

- ⇒ Worked closely with the Construction Code Department and BS&A to prepare for the transition from the RDM software to the BS&A Building Department and Field Inspection software.
- ⇒ Worked closely with the Prosecutor's office with the implementation of the Thomson Reuters Westkm Express, Drafting Assistant, and Case Analysis software.
- ⇒ Worked closely with the Prosecutor's office and General Code with the implementation of the Laserfiche software (document imaging; document management; and business process management software).
- ⇒ Assisted the County Clerk with the transition to a new jury selection software. The juror information is housed on Grand Traverse County's AS/400 server and accessed through the same application used for accessing the court records.
- ⇒ Worked closely with Antrim County Transportation with the implementation of the Truck Tracker software. Entailed the installation and setup of the software, the installation of a bar code scanner and printer, importing the inventory data that was tracked in an excel spreadsheet into the new software, and training the end-users. The software allows the mechanics to inventory parts, log work orders and submit invoices to the appropriate departments.
- ⇒ Worked with the Sheriff Department and Sungard (previously known as OSSI) on the server replacement and upgrade of Records Management System (RMS), Jail Management System (JMS) and Computer Aided Dispatch (CAD) software.
- ⇒ Worked with Windemuller to replace the wireless radios, used for network connectivity between the County campus, Airport and the Emergency Operation Center.
- ⇒ Worked with the Associate Planner on transitioning the management of cell phones from the Administrator's office to the Information Technology department.
- ⇒ Assisted the Administrators office with the replacement of the County's copy machines.
- ⇒ Trained Probate Court, Register of Deeds, Abstract, Building Department, Housing, Veteran Affairs, MSU and Prosecutors office on how to use the BS&A Timesheet software.

- ⇒ Attended the 2013 Criminal Justice Information Systems (CJIS) Security Conference in Lansing at the Michigan State Police Post.
- ⇒ Assisted Alpena County Commissioners with interviewing candidates for an Information Technology Director position, within the Alpena County Information Technology Department.
- ⇒ Met with the Administrator, Clerk, Treasurer, Equalization Director, Building Department Official and the Accountant to determine the appropriate personnel to be assigned “Administrator Rights” for each of the BS&A software and the procedure for allowing other County employees access to the data.
- ⇒ Worked with Thomas Communications on the replacement of the damaged fiber vault located near the Commission on Aging.
- ⇒ Updated Symantec Endpoint antivirus software, to the most recent version, on all the County servers and computers
- ⇒ Continued exploring options regarding a solution for fiber connectivity for the County. Discussed the possibilities of investing in a fiber build-out from the County Building to the fiber that runs along M-66.
- ⇒ Worked with the Associate Planner in regards to a possible surveillance system for the Recycling drop-off location at Antrim County Transportation.
- ⇒ Worked with the Sheriff Department with the setup of the Alpha numeric paging system software.
- ⇒ Attended meetings with Antrim County 911 Dispatch and other area dispatch centers in regards to the collaboration of 911 Dispatch centers.
- ⇒ Installed cable drops in the Annex and the County Building. Installation was done by the Information Technology Department, with the assistance of the Maintenance Department.
- ⇒ Met with the County departments before budget request, to discuss technical needs and provide budget numbers for 2014 requests.
- ⇒ Upgraded 30 County computers from Windows XP to Windows 7 due to the discontinuation of support from Microsoft beginning in April of 2014.

- ⇒ Replaced 5 years or older laptops/computers with new; and repurposed several older computers for public use, courts, substations, etc.:
 - 3 laptops replaced
 - 24 computers replaced
 - 17 repurposed computers
 - 4 server installations

- ⇒ Prepped computers (wiped hard drives) and other technical devices for disposal by auction or donation.

- ⇒ 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 web.

- ⇒ 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.

2013 Help Desk Tickets

