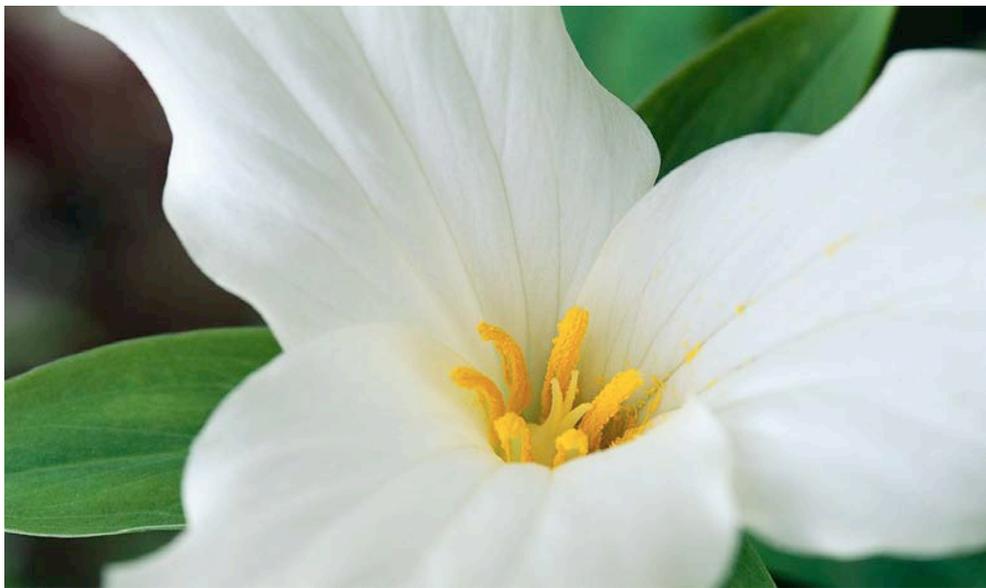


**2014**  
**Annual Report**

**Antrim County**  
**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 2014.

- ⇒ Worked closely with Land Information Access Association, with the assistance of the Associate Planner, to revamp the County website.
- ⇒ Updated and implemented a new help desk ticketing system to track all technical support requests to the Information Technology Department.
- ⇒ Setup a private web portal for the Board of Commissioners on the antrimcounty.org website, allowing the Commissioners to retrieve the meeting agendas, board packets and minutes.
- ⇒ Worked with the Sheriff Department to implement and test the VuVault database software, for use with possible new body cameras.
- ⇒ Assisted Grand Traverse County with the upgrade to the OnBase software utilized by the Clerk's office, Probate Court and Circuit Court.
- ⇒ Worked with the Prosecutors office and Grand Traverse County Information Technology Department, to set up access to JMS, housed on a server located at Grand Traverse County.
- ⇒ Researched and implemented a solution for backup internet connection using Verizon Wireless.
- ⇒ Setup an intranet site or internal web site for departments to collaborate and share information with other departments.
- ⇒ Worked closely with the Local Agency Security Officer, from the Sheriff Department, to prepare for the triennial LEIN (Law Enforcement Information Network) audit and ensure that the County network was in compliance with the FBI CJIS (Criminal Justice Information System) Policy.
- ⇒ Worked closely with the County's Legal Council on a new service contract with Thomas Communications Services (TCS), for fiber locating services, and Leelanau Professional Business Services, for network support.
- ⇒ Worked with NETech to upgrade the County's phone system.
- ⇒ Attended meetings in regards to an ESInet (Emergency Services IP Network) for the Region 7 (seven) 911 dispatch centers.

- ⇒ Installed cable drops in the Commission on Aging 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 as of April 2014.
- ⇒ 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 hard drives) and other technical devices for disposal by auction or donation.
- ⇒ Upgraded all the County 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 County's wireless accounts with Verizon Wireless including ordering phones, ordering or changing services, troubleshooting and setting up cell phones for the end user.

## 2014 Help Desk Tickets

The Antrim County Information Technology Department is responsible for maintaining and supporting an inventory of approximately 200 computers/laptops, 90 printers, 178 VoIP phones, 50 cellular phones, 36 servers, and several other network devices (switches, routers, firewalls, and wireless AP's, etc.).

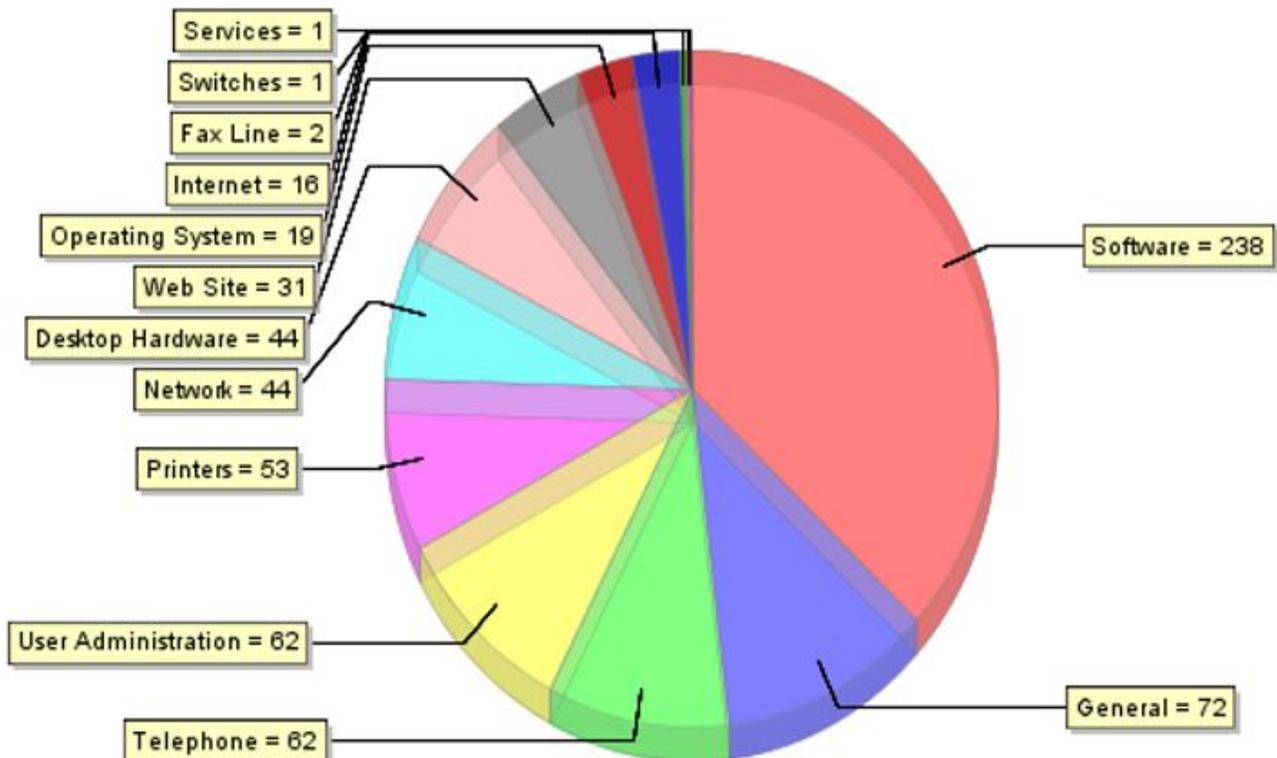
### Completed Requests By Date by Technician

Completed Time : From Jan 1, 2014 12:00 AM To Dec 31, 2014 11:59 PM

	2014	Count
Craft, Valerie	359	359
Nooney, Jesse	245	245
<b>Count</b>	604	604

### Requests by Category

Created Time : From Jan 1, 2014 12:00 AM To Dec 31, 2014 11:59 PM



## Completed Requests By Department

Completed Time : From Jan 1, 2014 12:00 AM To Dec 31, 2014 11:59 PM

	2014	Count
Abstract	5	5
Accounting	11	11
Administration & Planning	31	31
Adult Probation MDOC	1	1
Airport	14	14
Animal Control	3	3
Barnes Park	17	17
Circuit Court	3	3
Clerk	54	54
Commission on Aging	41	41
Construction Code	33	33
District Court	33	33
District Court Probation	5	5
Emergency Operations	10	10
Equalization	14	14
Friend of the Court	3	3
Grass River Natural Area	7	7
Housing	3	3
Maintenance	6	6
Medical Examiner	1	1
MSU Extension	39	39
Nifty Thrifty	3	3
Probate Court	28	28
Prosecutors Office	63	63
Register of Deeds	3	3
Sheriff - 911 Dispatch	17	17
Sheriff - Administration	25	25
Sheriff - Civil Process	3	3
Sheriff - Corrections	14	14
Sheriff - Courthouse Security	2	2
Sheriff - Deputies	33	33
Sheriff - Detectives	5	5
Sheriff - Nurse	11	11
Sheriff - Zero Tolerance	6	6
Transportation	23	23
Treasurer	12	12
Veterans Affairs	22	22
<b>Count</b>	<b>604</b>	<b>604</b>