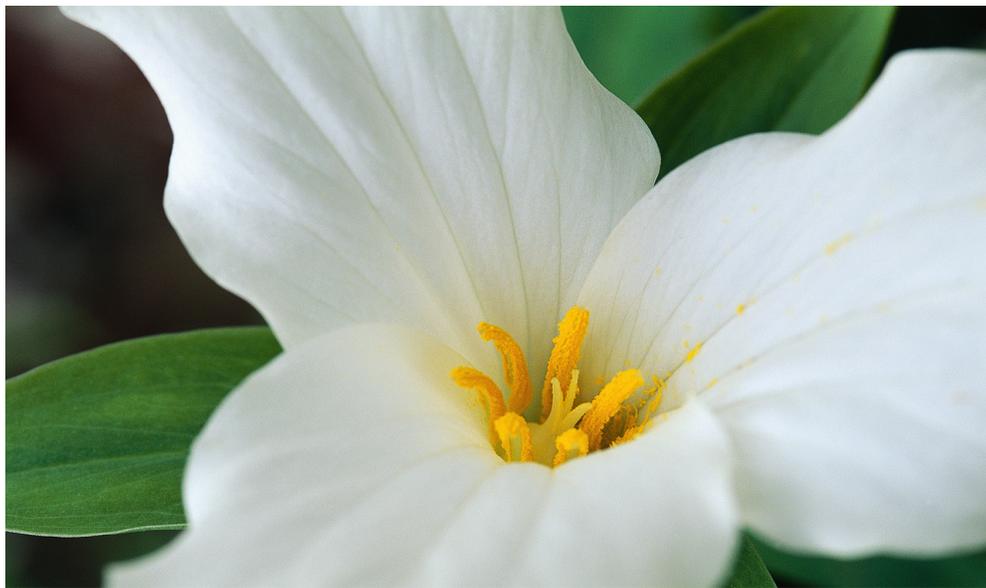


**2016**  
**Annual Report**

**Antrim County**  
**Information Technology**  
**Department**



The Antrim County Information Technology Department is responsible for maintaining and supporting an inventory of approximately 200 computers/laptops, 13 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 projects and duties performed by the Information Technology Department and the activities that the department was involved with in 2016.

- ⇒ 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 with Verizon to implement Enterprise Messaging services used for the Sheriff Department's alphanumeric paging software. The service is a messaging platform that allows the software to send high volumes of text messages.
- ⇒ Worked closely with the Maintenance Department and Advantage Electric to hook-up the County server room to the generator.
- ⇒ Assisted the Sheriff Department with updating the NotePage alphanumeric paging software and with the setup and testing of the integration with the Verizon Enterprise Messaging services.
- ⇒ Worked with Charter Communications with updating the modems utilized by each of the off-campus locations, which included Mancelona Sr. Center, Mancelona substation and Milton substation.
- ⇒ Upgraded all of the wireless access points located in the County Building and the 1905 Courthouse to provide faster network connectivity for wireless devices.
- ⇒ Worked with Frontier Communications to provide DSL internet connectivity for Barnes Park Campground.
- ⇒ Setup access to the BS&A applications for Barnes Park staff. Applications include Timesheet.NET, GeneralLedger.NET, CashReceipting.NET, and PurchaseOrder.NET.
- ⇒ Attended Law Enforcement Information Network (LEIN) training to learn the new CJIS (Criminal Justice Information Systems) policy changes required by the FBI for LEIN access.
- ⇒ Set up wireless internet connection for Antrim County Transportation for public use and for the mechanic needing wireless connectivity for devices used for diagnosing mechanical issues.
- ⇒ Replaced the firewall appliances at the off-campus locations, which included Alba substation, Mancelona substation, Torch Lake substation and Milton substation.

- ⇒ Implemented the Antrim County Password Policy, adopted by the Board of Commissioners on October 13, 2016.
- ⇒ Met with departments before budget request, to discuss technical needs and provide budget numbers for 2017 requests.
- ⇒ Worked with the Administration/Planning office to transfer Frontier phone services from Antrim County to Nifty Thrifty.
- ⇒ Assisted the Prosecutor's Office with the recommendation and implementation of changing the management and support model, for the Friend of the Court computer, from the State of Michigan DTMB to the Antrim County Information Technology Department.
- ⇒ Implemented an imaging solution for deploying new as well as repurposed computers.
- ⇒ Worked with the Administration/Planning office to implement accounting to track print jobs from all departments.
- ⇒ Started piloting and testing Windows 10 operating system.
- ⇒ Attended the MCT (Mobile Computer Terminal) meetings coordinated by the Sheriff Department.
- ⇒ Implemented a software solution used to push out software updates to laptops, computers and tablets.
- ⇒ 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.
- ⇒ Replaced 5 year or older laptops/computers with new; and repurposed several older computers for public use, courts, substations, etc.:
  - 5 laptops replaced
  - 28 computers replaced
  - 9 repurposed computers
  - 3 tablets
  - 2 servers
- ⇒ 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 was 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.
- ⇒ Attended 911 Committee meetings.
- ⇒ 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.

## 2016 Help Desk Tickets

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### Completed Requests By Date by Technician

Completed Time : From Jan 1, 2016 12:00 AM To Dec 31, 2016 11:59 PM

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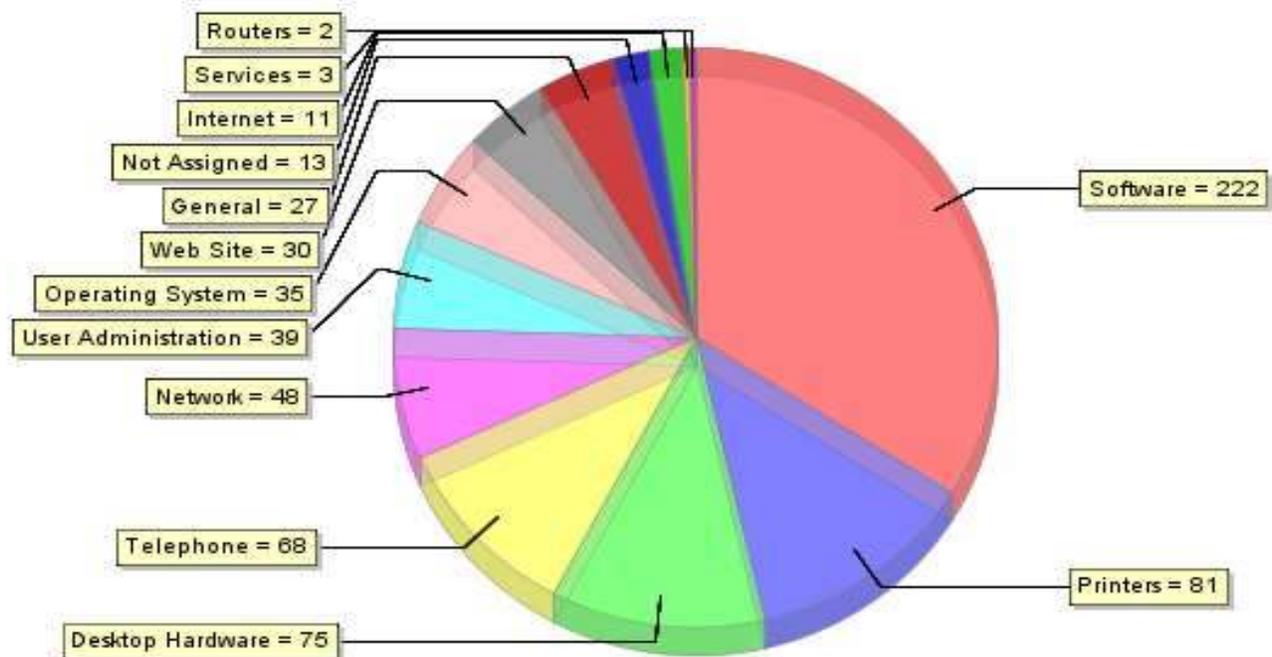
	2016	Count
Craft, Valerie	321	321
Scott, Jeremy	333	333
<b>Count</b>	<b>654</b>	<b>654</b>

### Completed Requests by Category

Total records : 654

Completed Time : From Jan 1, 2016 12:00 AM To Dec 31, 2016 11:59 PM

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# Antrim County Information Technology Department

## Completed Requests By Department

Completed Time : From Jan 1, 2016 12:00 AM To Dec 31, 2016 11:59 PM

	2016
Abstract	7
Accounting	16
Administration & Planning	47
Adult Probation MDOC	0
Airport	9
Animal Control	11
Barnes Park	23
Board of Commissioners	1
Circuit Court	1
Clerk	36
Commission on Aging	54
Construction Code	41
District Court	36
District Court Probation	1
Emergency Operations	3
Equalization	25
Friend of the Court	5
Grass River Natural Area	16
Housing	4
Maintenance	1
Medical Examiner	1
MSU Extension	17
Probate Court	35
Prosecutors Office	60
Register of Deeds	21
Sheriff - 911 Dispatch	11
Sheriff - Administration	24
Sheriff - Civil Process	1
Sheriff - Corrections	21
Sheriff - Courthouse Security	2
Sheriff - Deputies	36
Sheriff - Detectives	16
Sheriff - Nurse	6
Sheriff - Zero Tolerance	3
Transportation	15
Treasurer	25
Veterans Affairs	23
<b>Count</b>	<b>654</b>