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From: Matson & Isom Technology Consulting (MITC)
To: Glenn County IS Committee
Date: February 15, 2017
Subj: IS Committee Report

## Monthly Project Updates

- County phone system support is ongoing for GCSO and Probation
  Antivirus upgrade and migration is in progress and going through testing
- Document Imaging Solution (Laserfiche) is currently under support with ECS for the conversion and migration of both HHSA and PPWA files
- Research is ongoing for the proper solution to replace Spector for departments outside of HHSA
  - Looking at ASA or Ironport as viable options
- VMware vCloud has been sized and quoted for offsite disaster recovery
  - Currently waiting for final projects to be completed before proceeding
- Discussions are ongoing to move HPUX to the Finance back office prior to server room rewire in the late spring
  - Need to confirm power options in Finance back office
  - Need to clean Finance back office (per Ed) prior to move

## Analysis of IT Hours for January & Projected Hours for February (21 days)

| January | | | | |
|---|---|---|---|---|
| GC Department | Projected | Actual | Variance | Planned Hours for February |
| County Core | 85 | 162.00 | 77 | 85 |
| Admin | 42 | 32.75 | -9.25 | 42 |
| Agriculture | 4 | 2.25 | -1.75 | 4 |
| Air Pollution | 4 | 5.00 | 1 | 4 |
| Assessor | 4 | 5.50 | 1.5 | 4 |
| Board of Supervisors | 2 | 18.75 | 16.75 | 10 |
| Child Support Services | 0 | 0.00 | 0 | 0 |
| County Counsel | 1 | 4.00 | 3 | 1 |
| District Attorney | 2 | 4.00 | 2 | 2 |
| Elections | 9 | 10.50 | 1.5 | 9 |
| Finance | 9 | 17.50 | 8.5 | 9 |
| HHSA | 70 | 23.75 | -46.25 | 70 |
| Juvenile Hall | 2 | 1.00 | -1 | 2 |
| Personnel | 2 | 1.75 | -0.25 | 2 |
| Planning & Public Works | 19 | 15.75 | -3.25 | 19 |
| Probation | 2 | 8.50 | 6.5 | 2 |
| Public Guardian | 1 | 2.50 | 1.5 | 1 |
| Recorder | 8 | 4.00 | -4 | 8 |
| Sheriff | 14 | 24.50 | 10.5 | 19 |
| Veteran Services | 1 | 1.25 | 0.25 | 1 |
| Total hours | 281 | 345.25 | 64.25 | 294 |

# Support by Department - Opened/closed tickets for January, 2016

| Department | # of Tickets Opened | # of Tickets Closed |
|---|---|---|
| Admin/Core | 90 | 85 |
| Agriculture | 1 | 1 |
| Air Pollution | 4 | 4 |
| Assessor | 7 | 9 |
| Board of Supervisors | 5 | 6 |
| Child Support Services | 0 | 0 |
| County Counsel | 3 | 2 |
| District Attorney | 1 | 1 |
| Elections | 9 | 6 |
| Finance | 15 | 15 |
| HHSA | 111 | 110 |
| Juvenile Hall | 2 | 2 |
| PPWA | 28 | 29 |
| Personnel | 5 | 4 |
| Probation | 6 | 6 |
| Public Guardian | 4 | 4 |
| Recorder | 3 | 3 |
| Sheriff | 18 | 19 |
| Veteran Services | 3 | 2 |
| **Total** | **315** | **308** |

## MITC Glenn County IS Support Team

| MITC Team Member | Title | Role |
|---|---|---|
| David Jensen | Senior Consultant | County IS Support Team Leader |
| Corey Davies | Senior Consultant | Infrastructure Specialist |
| John Harris | Consultant | Onsite Support |
| Joel Biddle | Consultant | Onsite and Remote Support |
| Cesar Reyes | Consultant | Onsite and Remote Support |
| Bill Caloia | Consultant | Onsite and Remote Support |
| Gary Conway | Consultant | Onsite and Remote Support |
| Cory Emmett | Consultant | Onsite and Remote Support |