

LINCOLN COUNTY INFORMATION TECHNOLOGY DEPARTMENT

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Don Schlising – Information Technology Director

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2010 ANNUAL REPORT to the Honorable County Board of Supervisors Lincoln County, Wisconsin

Mission Statement

Information Technology facilitates effective information sharing for Lincoln County Government. Research, implementation, and support are provided for Lincoln County technological investments. Through teamwork, we will provide reliable, cost effective, and secure solutions to the county's ever-changing needs.

Introduction

During 2010 the Information Technology Department continued its focus on a number of key projects that generated revenue and provided direct cost savings for the county, as well as introduced a number of additional functionalities and efficiencies. Building on the successes of 2010 the Information Technology Department will continue to look for ways to improve our technology offerings, and service to our end users, in 2011 and future years.

Steven Mitchell retired with twelve years of outstanding service to the county, and his contributions as a Desktop Support Specialist will be missed. Steven's departure gave us the opportunity to welcome Travis Spoehr to our team as an Infrastructure Engineer, and in a very short period of time he has made many recognizable contributions to our department and to the county. Don Schlising continued to serve as the Information Technology Director and the strong support staff consisting of Kim Wickman, Tammy Saal, and Wally Gelhar remained in tact.

The primary goals of the Information Technology Department for 2011 consist of expanding, upgrading, and building upon technologies that are currently in service in the county, such as Unified Communications, and Microsoft Exchange, and broadening our virtualization solutions to the desktop. As with all new technologies implemented we will focus on solutions that will reduce costs, provide end-user functionality gains, and increase our staff's service response capabilities and productivity.

Technology Infrastructure

The 2008 migration of Lincoln County's Information Technology datacenter, to the Lincoln County Service Center, dramatically changed the county's network infrastructure and connectivity. Pine Crest, Lincoln Industries (Merrill) and the Human Services building are connected directly to the Service Center via a county owned fiber ring. Lincoln Industries (Tomahawk), Sheriff's Office and Jail, and Highway (Merrill) are connected to the Service Center via leased fiber services. The Courthouse and City of Merrill connect directly to the Safety building via county owned fiber, and the Landfill connects through a point to point wireless solution. Lincoln County also maintains connections to Marathon City-County datacenter through the use of a fractional T1, and Highway (Tomahawk), Tomahawk Annex and the Tomahawk Police Department connect to the datacenter utilizing point to point VPNs. A variety of communications technologies and applications are utilized to support all of these locations.

2010 Projects

- Signed a two year contract with the Aging and Disability Resource Center of Central Wisconsin to implement a new network, phone system and desktop environment as well as provide ongoing technology support and service.
- Implemented a solution for offsite storage and disaster recovery needs for critical county data.
- Implemented a document imaging solution for our Child Support agency, and continue to look for ways to expand it within the county.
- Installed new, energy efficient air conditioners in the Lincoln County datacenter and Sheriff's Office computer room.
- Consolidated county mobile phones under a single plan to reduce costs and increase efficiency.
- Installed a new tower and wireless bridges at the landfill to supply more effective, reliable and secure network access.
- Implemented a new video conferencing solution for the Courts and Sheriff's Office that is used for initial appearances, revocation hearings and other court and law enforcement needs.
- Helped facilitate and plan for technology upgrades for the Courthouse renovation.
- Aided in the configuration, training and documentation associated with the new voting machines for the County Clerk.
- Introduced new IT policies and procedures.
- Deployed numerous county wide and department specific server and desktop software application installations and upgrades.
- Continued our annual rolling deployment and replacement of workstations and laptops.
- Added additional functionality to the county website.

2011 Projects and Future Plans

- Plan to deploy an introductory segment of virtual desktops and analyze the ROI, capabilities and feasibility within our environment.
- Upgrade our Microsoft Exchange, Windows Server and Unified Communications environments.
- Work towards the creation, testing and implementation of a Windows 7 desktop image.
- Identify and implement video surveillance throughout key areas of the county.
- Implement new audio and video, duress, secure card access, security cameras, wireless network access, and network infrastructure for the courthouse.
- Create an online mapping records interface on our website for public access.
- Continue to analyze ongoing needs associated with network security and disaster recovery.
- Address a need for information sharing through the use of Microsoft SharePoint.
- Create and implement a structured training program for county employees that will address new hire training, new solutions training and refresher courses on current technologies.
- Continue to research and analyze cloud based services, their potential fit for our environment, ROI, and short and long term risks and benefits.
- Continue our annual rolling deployment and replacement of workstations and laptops.
- Ongoing department specific server and desktop software application deployments and upgrades.

The preceding information is only a brief description of the activities and ongoing future plans of the Information Technology Department. We look forward to our continued support of the various departments at Lincoln County, and hope to build on the positive relationships that we have developed with the departments, County Board Supervisors, and citizens of Lincoln County.

Respectfully Submitted,



Don Schlising
Lincoln County - Information Technology Director