

LINCOLN COUNTY INFORMATION TECHNOLOGY DEPARTMENT

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Don Schlising, Information Technology Director

Kim Wickman – IT Helpdesk/Training Administrator
Tammy Saal - Business Applications Analyst

Steve Mitchell – Desktop Support Specialist
Wally Gelhar – Infrastructure Engineer

2007 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

Building on the successes of 2007, the Information Technology Department will continue to look for ways to improve our service and technology offerings. Don Schlising was introduced in January, 2008 as the new Information Technology Director though the same strong support staff consisting of Kim Wickman, Steve Mitchell, Tammy Saal and Wally Gelhar remained in tact. The goals of the Information Technology Department for 2008 consist of a successful technology transition to the new Government Services Building along with further implementation of technologies and solutions that will reduce costs, provide end-user functionality gains and increase our staff's service response capabilities and productivity.

Technology Infrastructure

The Lincoln County Network currently connects the Courthouse to the Sheriff's Department, UW Extension, Lincoln Industries, Social Services, Pine Crest, Merrill Highway, Tomahawk Highway, Landfill, Lincoln Industries (Tomahawk), City of Merrill, City of Tomahawk and the Marathon City Data Center. A variety of communications technologies and applications are utilized to support all of these locations.

2007 Projects

- A new mission statement was created for the Information Technology Department.
- The IT staff was restructured.
- A formalized Helpdesk solution was implemented to offer better support services to our end-users. This solution offered increased efficiency and responsiveness.
- Continued to tighten network and application security.
- Underwent a large server consolidation project that helped to reduce costs and increase staff productivity.
- Started the creation and revision of new IT policies and procedures.
- Went through a process of vendor evaluation and focused on market research to ensure that we are partnering with the proper vendors and using the appropriate technologies for Lincoln County.
- Took over support of the telephone systems.
- Procurement and standardizations of copiers was added to the IT departments responsibilities.
- Server and software upgrade for the County's finance and accounting package (Munis).

2008 Projects and Future Plans

- Currently undergoing a plan for an update to the telecommunications infrastructure from a traditional system to a unified communications solution.
- Ongoing technology planning for a new datacenter, cabling infrastructure and connectivity for the new Government Services Building.
- Detailed transition planning involving the move of servers, routers, switches, storage and workstations for all departments to the new government services building.
- Continue moving forward with the server consolidation project.
- Focus on connecting some of the County's outlying buildings to the Government Services Building via direct buried and leased fiber (Lincoln Industries, Highway Department, Safety Building, Courthouse, Human Services and Pine Crest).
- Introduce a new Internet access solution for the County to increase Internet speeds and reliability.
- Review the need for wireless data and wireless voice access.
- Address a network faxing solution to gain efficiencies and improved cost effectiveness in our current faxing methods.
- Various department specific software application deployments and upgrades.
- Planning for data archiving and disaster recovery needs.
- Continue with network and application security planning and implementation.
- Add additional functionality to the County website.
- Infrastructure, workstation, printer, copier and security upgrades.
- Ongoing creation and revision of new IT policies and procedures.

The proceeding 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 - Director of Information Technology