



Information Technology Board

March 31, 2009 Meeting Agenda

Leading the way in enterprise-wide technology

Meeting Date:	03/31/2009	Meeting Time	9:30-11:00 am
		Location:	CCB Room 260
Chairman:	Michael W. Rodman	CIO:	Glen A. Baker

Minutes:

- Approval of the February 24, 2009 Meeting Minutes
- Approval of the March 18, 2009 Meeting Memoranda

Status Updates:

- IT Board Business
- ISA Report
- ISA Financial Report

Action Items:

- Resolution 09-02 Dixon Phone Supply Contract
- Resolution 09-03 Enhanced Access Review Committee Award of RFP

Discussion Items:

- Northrop Grumman Contract Renewal
- Revised ISA Organization
- PC Refresh Initiative

Adjourn:

The next scheduled IT Board meeting is on April 28, 2009 at 9:30 AM in CCB Room 260

Attachments:

Contracts < \$100,000



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Meeting Date:	2.24.2009	Building/Floor/Room:	C/C, 2 nd floor, Room 260
Meeting Time:	9:30	Interim Chairperson:	Jennifer Ruby
Meeting Purpose:	Monthly Meeting	CIO:	Glen Baker

Information Technology Board Members Present:

Jennifer Ruby	City County Council	Interim Chairperson
Chief Deputy Kerry Forestal	Marion County Sheriff Department	Voting Member
Greg Bowes	Marion County Assessor	Voting Member
Beth White	Marion County Clerk	Voting Member
David Reynolds	City Controller	Voting Member
Glen Baker	Information Services Agency	Non-voting Member
April Schultheis	Office of Corporation Counsel	Legal Counsel (Non-voting Member)
Scott Newman	Director of Public Safety	Voting Member

Present: Jennifer Morrison, Kevin Ortell, Chuck Carufel, Aaron Hood, Dan Pavey, Phil Brummit, Giesla Schepers, Ernie Penquite, Toni Parks, Dennis Tiller, Angi Roembke, Amber Craig

Guests: Walter Duff, UNISYS; John M. Slendak, TW Telecom; Alexandra Ziegler-Davis, KPMG; Rod Hughes, Accenture; Sean Fahey, Quest Information Systems; Jeffrey Hayhow, Northrop Grumman; Michael King, Northrop Grumman; Frank T. Short, Northrop Grumman; Joe Lex, Northrop Grumman; Curt Grasso, PVDNet; Jim Nelson, DAI; Jeff Snodgrass, Northrop Grumman; Khiara Morehouse, LoGo Indiana; Jon Kizer, Direct Path; Sean McCloskey, Dell; Mark Simmermon, Northrop Grumman; Tom Heldt, CIBER

The February 24th, 2009 IT Board Meeting was called to order at 9:33 by Ms. Jennifer Ruby, City County Council.

Minutes

Approval of the January 27th, 2009 IT Board Meeting Minutes

Ms. Ruby requested that the IT Board approve the January 27th, 2009 IT Board Meeting Minutes. Ms. Beth White, Marion County Clerk, made a motion to



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approve the January 27th, 2009 IT Board Meeting Minutes. The motion was seconded by Mr. David Reynolds, City Controller, and carried unanimously with yay votes by Chief Deputy Kerry Forestal, Mr. Greg Bowes, Marion County Assessor, and Ms. Ruby.

ISA Report

Mr. Glen Baker, CIO, presented the ISA Report. Mr. Baker touched on each of the five projects that had been moved to the completed status. Mr. Baker thanked DAI, ISA, and Judge Young for their help with the Criminal/Civil Case Management – Traffic Court Project. Mr. Baker moved on to the implementation of the Exact Target Project which was completed with the help of Northrop Grumman and ISA. This project automated twenty-five different email lists for the various agencies. The PotHole Portal Project was also implemented. Mr. Baker congratulated the Mayor's Action Center Team, DAI, Northrop Grumman, and the ISA Staff for getting that project implemented quickly. The conversion to Verizon Wireless was also completed. Mr. Baker thanked the Enterprise for their assistance with the conversion process. Lastly, the Domestic Violence Case Information System was rewritten and completed for the Prosecutor's Office. There are nine active projects moving forward in the executing status which are shown on the ISA Project Status Report. There are four projects that are back in planning or replanning including Accela Automation, File Services Consolidation, MOSS 2007, and Supervisory Special Report. Mr. Baker also reported that there are three new projects including ISA Chargeback / Cost Analysis, ISA Portfolio Management, and Courts HR & Payroll System. Mr. Reynolds requested that Mr. Baker touch on how the Courts HR and Payroll System Project would interact with the current ERP. Mr. Baker stated that ISA requested that the Courts HR and Payroll System not impact with the progress being made on the current ERP Project. The selection that the Courts make will not drive the selection that ISA makes for the Enterprise on the ERP. Mr. Baker reported that DAI and Northrop Grumman met all of their service levels for the month of January. Chief Deputy Forestal commented on the ISA Chargeback / Cost Analysis and stated that it was a very wise decision. Chief Deputy Forestal continued by saying that if the Cost Analysis can be shown, it should give an opportunity for ISA to recoup cost of grant money. Mr. Baker agreed and further stated that whether it is grant money or a new project, ISA wants to understand the short and long term impact on all of those projects and make sure that ISA is able to relate that information to the other agencies and departments of the Enterprise as well as the IT Board before approving to move forward with new projects.



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ISA Financial Report

Mr. Aaron Hood, CFO presented the ISA Financial Report, which covers reporting through January of 2009. The first of the three major areas reviewed is the Year to Date Expenses. ISA has spent a little over \$3.5 million out of the 2009 Budget of approximately \$43 million which equates to 8.0 percent. Mr. Hood explained that he did not add a column for the encumbrances that were mentioned at the last IT Board Meeting but did notate the encumbrances in a sentence below the Year to Date Expense Chart. The Year to Date Revenue collected through January of 2009 was slightly under \$300,000. Of what we expect to collect (\$35 million) through the 2009 calendar year, this calculates to 0.8 percent of the Budget for 2009 so far. This amount is lower than what we had collected at this time last year; however the reasoning behind that is largely timing. The normal City/County Monthly chargeback bills were not received until February 5th. There is nothing alarming about that figure. Mr. Hood pointed out the Miscellaneous Revenue Figure of \$8.5 million budgeted for the 2009 year vs \$0 budget for the 2008 year represents how that money is categorized in FAMIS and how the budget is set up with OFM including Grant Dollars. Those transfers are from other funds that come in to ISA that are classified as revenue such as grants and fiscal ordinances. Mr. Hood then reviewed the Service Contract Comparison area of the ISA Financial Report. Per Judge Young's request, Mr. Hood separated Service Areas 1 and 2 into their own individual columns so that the chart reflects the three separate service areas for more clarity. The Service Contract comparison through January of 2009 is a little over \$941,000 spent in the three major service areas. The variances are positive at this point. Service Areas 1 and 2 are down due to the Northrop Grumman Contract's Base Rate for Year 5 of the contract. Service Area 3 is down due to a minor rent reduction. Ms. White asked whether the chargeback model could be completely eliminated and asked if there was something different that we could use. Ms. White then asked whether the ERP Process would include a discussion or an analysis of the chargeback model. Mr. Baker responded by saying that he didn't think that it necessarily would, but that ISA would be working with OFM and Mr. Reynolds to determine whether the Chargeback Model makes sense going forward. Mr. Baker continued by stating that the Cost Analysis that ISA is doing is going to help determine what the costs are and so that ISA can run its business better. Mr. Baker stated that the first step for ISA is to understand ISA's costs and once that is understood and identified, we can support a more accurate chargeback system. Mr. Reynolds agreed and stated that once those costs are understood, he would like to come back to the Information Technology Board to make the decision as to whether we continue down the chargeback model path or determine if there is a different approach on funding that could be looked into further.



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Discussion Items

GIS Update and Presentation

Mr. Chuck Carufel, GIS Manager for ISA, presented the GIS Update and Presentation outlining what had been completed in the past year and show what is being put into place currently for this year. Mr. Carufel stated that GIS responds to over 1,000 support calls each year. There are 1.5 million public uses each month of GIS Applications and 65,000 uses within the Enterprise per month. There were 2,200 paper maps printed by GIS in the past year due to the three elections of 2008. Mr. Carufel then presented the MyNeighborhood Portal application for the Information Technology Board. Mr. Carufel explained the enhancements that are being made to the application which include information for services in a particular area, such as a citizen's home address. This application will find all government services within a certain search mile radius; provide driving directions, links, and a 3-D view of the buildings in the area you are driving to. Mr. Baker commented that there is a tremendous amount of information that is being stored and that MyNeighborhood Portal is a very powerful information warehouse. Mr. Carufel then went over what GIS is working on in 2009. This includes new aerial photography, Windows Workflow Foundation, General Map Viewer, Hansen IMS Work Viewer, and GIS Services Contract Competition. Mr. Reynolds asked how large the division of GIS is. Mr. Carufel responded that there are 8 people within GIS and one person who is located at the Division of Compliance. Mr. Reynolds then asked if there are other GIS Divisions across the Enterprise. Mr. Carufel stated that no, there are no other GIS Divisions across the Enterprise; however, each agency has people who use GIS extensively. Mr. Reynolds asked if we, among the Enterprise, use the same system and same database or are there multiple systems and multiple databases? Mr. Carufel responded that there is one GIS environment which consists of a couple databases. Mr. Carufel continued by saying that essentially GIS is here to provide the data and services to all of the city county agencies. Mr. Bowes, thanked Mr. Carufel for the presentation and continued by stating that he thinks that this is a robust and underutilized tool with a huge potential to be used for almost anything. Mr. Baker stated that he appreciated the comments made and that there are a lot of new strategies within ISA that he would like to implement; one of them being how to market GIS within the City County Government and educate the citizens on the capabilities of GIS. Mr. Reynolds asked Mr. Carufel if the infrastructure of the Enterprise was contained within the maps such as DPW and the fiber optics systems. Mr. Carufel responded by stating that there are over 300 different layers to the MyNeighborhood Portal which are updated on a daily basis. Ms. Ruby asked if the leaves were on or off



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this year. Mr. Carufel responded that the leaves are always off (when taking the aerial photography).

Property System Presentation

Mr. Dan Pavey, Project Manager for ISA and Mr. Curt Grasso of PVD presented the Property Tax System Replacement Project Presentation. Mr. Pavey went over the Accomplishments of the Property Tax System Replacement Project. Mr. Pavey continued by going over the PVDNet Project Plan and Major Milestones for the year. These major milestones represent 97 open requirements within the application. There are also 185 requirements that PVD feels have been satisfied within the application, but that the customers need to test and confirm are working properly. Most requirements will be completed by August of 2009 with the final requirements scheduled for completion by November of 2009. Mr. Pavey proceeded to go over the PVDNet Project Plan Exclusions. There will be weekly meetings with the Auditor, Treasurer and County Assessor to go over the previous week's accomplishments and challenges and to highlight the coming week's tasks. Mr. Pavey went over the Project Risks at hand which include the Reconciliation Tax Bills Project and Poor Response Time Issues. Mr. Pavey stated that if both of these activities are not managed properly, they will compete for resources with the PVDNet Project. The poor response time is very intermittent as Mr. Pavey has reported in the past for example: a transaction that should take 2-3 seconds takes up to 30 seconds at times. PVDNet will be set up in a separate instance where it will have its own memory and disk space so that it will be easier to identify any issues within the application. Mr. Pavey reported that there has been improvement in the last week concerning the response time. Mr. Baker asked Mr. Bowes and Mr. Reynolds if they felt confident that the constraints and restrictions had been determined and addressed. Mr. Bowes stated that there has been a very thorough review of the items that need addressed before this application is fully implemented. Mr. Bowes also stated that the Assessors have been using the PVDNet Assessor module since last August and that PVD has been very helpful in addressing any issues that arise. Mr. Bowes thanked PVD for how helpful they have been in getting this project implemented. Mr. Reynolds thanked Mr. Pavey and Mr. Grasso for their drive in getting through this project. Mr. Reynolds added in response to Mr. Baker's earlier question, that yes he feels very comfortable with the direction that PVDNet is headed.

Ms. Ruby adjourned the February 24th, 2009 IT Board meeting at 10:41.



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MEMORANDA OF PUBLIC MEETING INFORMATION TECHNOLOGY BOARD WORKING SESSION March 18, 2009 City County Building, Room 2322, 4:30 p.m.

Members in Attendance: Kerry Forestal, proxy for Sherriff Frank Anderson; Tom Creasser, proxy for Treasurer Michael Rodman; Greg Bowes, Assessor; David Reynolds, Controller; Scott Newman, Director of Public Safety

Also in attendance: Glen Baker, Chief Information Officer; Kevin Ortell, Deputy Director; Aaron Hood, Chief Financial Officer; April Schultheis, Assistant Corporation Counsel

Members not in Attendance: Julie Phealon, Mayoral Appointee; Jennifer Ruby, City County Council; Judge William Young, Marion County Superior Court; Beth White, Marion County Clerk

The Marion County Information Technology Board ("IT Board") conducted a Working Board Session on Wednesday, March 18, 2009, at 4:30 p.m. The meeting took place in the Room 2322 of the City-County Building, located at 200 E. Washington Street, Indianapolis, Indiana, 46204. The Board received information about Information Services Agency Organizational Chart Changes. The Board also received a status on the Northrop Grumman contract renewal negotiations, presented by the Chief Information Officer, Glen Baker. No votes were taken. The Board certifies that no other matters were discussed. The meeting concluded at 5:45 p.m.

Michael Rodman, Chair

Jennifer Ruby, Secretary



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March 2009 ISA Report Summary

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ISA Project Status

ISA Major Business Initiatives

BI1 - Improve Customer Service	BI5 - Improve Quality of Service
BI2 - Improve Operation Efficiencies and Reduce Cost	BI6 - Increase Understanding of Constituent Interactions
BI3 - Increase Transparency to Citizens	BI7 - Make the Region Safer & Healthier
BI4 - Improve Neighborhoods	BI8 - Accelerate Economic Development

Project	BI	Phase	Scheduled Finish Date	On-Time	On-Budget	On-Scope	Overall Status
Enterprise Resource Planning (ERP) – RFS	BI1	Executing	04/28/2009	Green	Green	Green	Green
PVD Property System	BI2	Executing	11/02/2009	Green	Green	Green	Green
Accela (IHPC & Planning)	BI2	Executing	06/30/2009	Green	Green	Green	Green
Database Migration	BI2	Executing	04/30/2009	Y – 03/31/09	Green	Green	Green
Business Intelligence	BI2	Executing	04/17/2009	Green	Green	Green	Green
MSC State Voucher – FAMIS Interface	BI2	Executing	04/20/2009	Green	Green	Green	Green
Sun Server Migration	BI2	Executing	04/30/2009	Green	Green	Green	Green
Supervisory Spec Rpt	BI2	Executing	05/04/2009	Green	Green	Green	Green
ISA Chargeback / Cost Analysis	BI2	Executing	05/10/2009	Green	Green	Green	Green
OTIS – Rewrite	BI2	Executing	06/15/2009	Green	Green	Green	Green
ISA Portfolio Mgmt	BI2	Executing	06/30/2009	Green	Green	Green	Green
Municipal Wireless Feasibility Study	BI8	Executing	12/31/2009	Green	Green	Green	Green
Accela (OCE, HHC, Licensing)	BI2	Planning		R-12/2008	Y-\$45,000	Y-BC, VI, TI	Yellow
File Services Consolidation	BI2	Re-Planning	03/31/2009	Green	Green	Green	Green
MOSS 2007 – Intranet Planning Phase	BI5	Planning	03/31/2009	Green	Green	Green	Green
Courts HR & Payroll	BI2	Planning	05/29/2009	Green	Green	Green	Green
Regional Center Design Guidelines	BI2	Planning	New	Green	Green	Green	Green
Wide Area Network Services Migration	BI2	On Hold	03/31/2009	Yellow	Green	Y - SC	Yellow

Note: The keys for these categories are located on the last page of this report.



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March 2009 ISA Report Summary

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Current Project Summary Descriptions

Accela Automation

Implementation of a land management system. Accela will replace many legacy systems and institute automation into several manual processes. Major project stakeholders include Department of Metropolitan Development and Marion County Health and Hospital.

Business Intelligence

Pilot implementation of Performance Point as a Business Intelligence tool. The pilot will be utilized to assist with measuring and reporting for the IndyStat initiative. The departments participating in the pilot are Office of Finance and Management and Department of Public Works.

Courts HR & Payroll

Implementation of an upgrade to Marion Superior Courts (MSC) Human Resource and Payroll systems. Implementation of a Grants module will also be included in phase two of the project.

Database Migration

The objective of this initiative is to provide more cost effective database services by consolidating the number of servers used to provide DB services. Existing Oracle and SQL Server databases will be migrated.

Enterprise Resource Planning (ERP) – RFS vendor selection

This phase of the ERP consists of an RFS for consulting services to gather detailed requirements for an ERP implementation, select an implementation vendor, and negotiate a contract with that vendor.

File Services Consolidation

The objective of this initiative is to provide a more cost effective file storage service by consolidating the number of servers used to provide those services. The project includes migrating file storage from Windows based systems to NetApp mass storage in addition to retiring Windows servers after migration is complete.

ISA Chargeback / Cost Analysis

This initiative involves analyzing ISA's current chargeback and cost structure to understand our detailed cost for services. This process will provide

ISA and customer agencies/departments with the detailed cost information needed to drive better business decisions.

ISA Portfolio Management

This initiative includes implementing processes and tools that will enable ISA to: 1) maintain a constant inventory of active and queued ISA initiatives, 2) Ensure that ISA priorities are governed by the ISA Functional Groups and IT Team and 3) ISA priorities are aggressively communicated to customer agencies and departments.

Marion Superior Court (MSC) State Voucher – FAMIS Interface

The objective of this project is to enhance the State Voucher system to capture the required data and transfer it to FAMIS so that a check can be generated without manual intervention. The application and interface was demonstrated for the customers on March 4th. Some minor changes were identified during the review. A change request was submitted and approved. The new delivery date is April 20, 2009.

MOSS 2007 – Intranet Planning

This project involves migrating the existing Content Management Intranet sites to the MOSS 2007 environment, converting existing SharePoint 2003 sites to MOSS 2007, and migrating the MOSS 2007 pilot Intranet sites.

Municipal Wireless Feasibility Study

The current scope of this project is to determine the feasibility of utilizing certain applications and business processes over a municipal wireless network. It is expected that a pilot will be the end result of the current scope.

Online Time Information System (OTIS) Rewrite

OTIS was developed in 2002 for use in the Courts as a timekeeping application. OTIS was recently implemented in the County Assessor's Office and ISA. Originally developed in Java, it is currently being rewritten in C#.NET, utilizing current standards and technologies.

Property System Replacement

This initiative is to implement and migrate to a new PVD property tax system running in a distributed



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computing architecture. The major stakeholders on this project are the Treasurer, Auditor, and Assessor.

Sun Server Migration

The objective of this initiative is to move services off of the aging Sun Server infrastructure to the Intel Server platform in order to reduce data center operating costs by consolidating server hardware platforms. This initiative has three phases: database, application and infrastructure services migrations.

Regional Center Design Guidelines

In order to undertake development in the Indianapolis Regional Center potential developers must submit a design plan to DMD Planning for 'Regional Center Approval'. The current guidelines for issuing 'Regional Center Approvals' and the review process are somewhat "fluid" and subject to administrative interpretation. This resulted in a DMD Planning initiative to establish and document formal Indianapolis Regional Center Design Guidelines. The new guidelines were formally approved by the Metropolitan Development Commission (MDC) on June 18, 2008. The implementation of the new guidelines has prompted the development community to request a solution that automatically generates the applicable Regional Center Design Guidelines for each proposed project. DMD Planning believes that such a solution will be vital to facilitating future development in the Regional Center.

Supervisory Special Report

This project was initiated to develop a web-based chain-of-command reporting system to track and monitor the reporting on the occurrence of specific incidents related to IMPD officers. The application must include automatic routing through the chain-of-command for review and approval. DAI proposed a new data model, application flow and supporting user interface (UI) to IMPD and ISA. Everyone is confident that this will provide all of the desired functionality in an intuitive and efficient application.

Wide Area Network (WAN) Services Migration

The objective of this initiative is to migrate off of the end-of-life legacy frame-relay circuits to current and less expensive circuits for all City/County offices that require WAN Services to connect to the City/County network.



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March 2009 ISA Report Summary

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Current Project Status, Milestones, & Issues

Accela Automation

- Accela Version 6.7 upgrade completed
- Business Licensing current state analysis and documentation completed
- Agreement reached to pursue planning for a phased go-live approach
- Issue Review Board established
- Bi-weekly executive review meetings initiated
- Planning for IHPC & Planning completed
- 120 issues have been resolved by the project team; over 70 have been resolved by the users; and 14 were closed by the users

Upcoming Milestones

- Go-Live Approach Decision for IHPC & Planning
- Complete executable plan for OCE, HHC and Licensing

Issues

- Abandoned vehicle ordinance mods require revisions to both Tidemark and Accela
- Continued conversion issues

Business Intelligence Pilot

- Development efforts completed
- One FAMIS user review completed
- Two Hansen user reviews completed
- Physical setup of production environment

Upcoming Milestones

- PerformancePoint training (04/09/2009)
- User Acceptance Testing (04/09/2009)
- PerformancePoint pilot implementation (04/17/2009)

Courts HR & Payroll

- Significant progress on planning and design
- Completed detailed walkthrough regarding MSC processes

Upcoming Milestones

- Presentation of Walkthrough document (03/27/2009)
- Customization estimates presented (03/27/2009)

Issues

- Business Portal (MOSS) for GP is only certified for 32-bit processor (limits options)

Database Migration

- Continued migration of legacy Oracle databases hosted on Sun Servers
- Build-up of SQL Server environment in preparation of SQL Server consolidation
- Resolved issue of legacy applications that don't support newer version of Oracle DBMS can't be moved to the 64-bit Windows platform.

Upcoming Milestones

- Completion of the migration of Oracle database hosted on Sun Servers (04/30/2009)

Enterprise Resource Planning (ERP) – RFS vendor selection

- Proposals for consulting services are under evaluation
- Oral Presentations with short list of vendors completed

Upcoming Milestones

- Vendor selection (04/10/2009)
- IT Board decision on contract (04/28/2009)

File Services Consolidation

- Project Scope definition has been completed
- NG/ISA working on project plan.

Upcoming Milestones

- Develop project plan (03/31/2009)

Issues

- A determination needed to be made whether or not this project would extend into a storage utility consolidation effort as well.



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ISA Chargeback / Cost Analysis

- Finalized technology and application stacks that will be utilized
- Have worked with all ISA staff to determine time allocations and internal labor costs
- Determined large vendor-partner (Northrop Grumman and DAI) cost allocations for contract labor section
- First full cut of the cost breakdown completed

Upcoming Milestones

- Finalize cost breakdown (04/10/2009)
- Complete Department/Agency breakdown for technology stacks (04/24/2009)
- Complete deliverables (05/10/2009)

ISA Portfolio Management

- Continued requirements definition
- Began analyzing existing tools
- Kicked off ISA work inventory design
- Began re-implementing IT Team and Functional Groups

Upcoming Milestones

- Design ISA work inventory process (03/31/2009)
- Implement ISA work inventory process (04/15/2009)
- Review of existing portfolio management tools (04/15/2009)

Marion Superior Court (MSC) State Voucher – FAMIS Interface

- Change Request for 40 hours was submitted and approved by the Courts on March 9, 2009.
- Planning implementation

Upcoming Milestones

- Complete Change Request (04/17/2009)
- Implementation planning (04/17/2009)
- UAT (04/20/2009)

MOSS 2007 – Intranet Planning

- OCC Torts, OCC EOC Claims and DPW Flood Response Plan sites are up on MOSS 2007.
- Project charter and project plan are being finalized and are being reviewed by executive sponsors
- MOSS governance issues are being defined and developed to assist in effectively managing the SharePoint environment

- Migration of department CMS and SharePoint 2003 content will start soon

Upcoming Milestones

- Finalize project timeline (03/31/2009)

Municipal Wireless Feasibility Study

- Project scope and direction is under review

Upcoming Milestones

- Internal stakeholder interviews (03/31/2009)
- Application and business process identification(04/30/2009)
- Expected pilot implementation (12/31/2009)

Online Time Information System (OTIS) Rewrite and Implementations

- Redesign of the User Interface (UI)
- App was approved and deployed for use in ISA

Upcoming Milestones

- UI prototype (05/04/2009)
- UAT of rewrite (06/15/2009)
- Full Implementation (06/15/2009)

Property System Replacement

- 07pay08 Reconciliation Tax Bill Timeline has been improved by five weeks
- Provision tax bills settlement is complete
- The Auditor roll from 07pay08 to 08pay09 is complete
- The CAMA roll from 07pay08 to 08pay09 is complete
- Property System Response Time Remediation Plan implementation – 90% complete

Upcoming Milestones

- Tax Incremental Finance, TIF, implementation – currently 90% complete (4/21/2009)
- Abatements implementation – currently 50% complete (5/4/2009)



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March 2009 ISA Report Summary

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Regional Center Design Guidelines

- Application requirements and functional specifications are being reviewed in preparation for the start of the Design Phase.

Upcoming Milestones

- UI and Report prototype (TBD)

Sun Server Migration

- Migration of applications is ongoing
- Migration of Oracle databases is ongoing
- Migration of infrastructure services (DNS, DHCP, et.) is nearing completion

Upcoming Milestones

- Completion of the application migration (03/31/2009)
- Completion of the infrastructure services migration (03/31/2009)
- Cancellation of the Sun hardware maintenance agreement (03/31/2009)
- Completion of the database migration (04/30/2009)

Issues

- Due to some technical issues, migrating the legacy Oracle databases has been rescheduled for 4/30/2009.

Supervisory Special Report

- Redesign functionality reviewed by customer
- Functionality accepted with additional revisions
- Team agreed to proceed with development and implementation
- ISA QA will review and test the app before delivering to the customer

Upcoming Milestones

- Deliver for UAT (03/31/2009)
- Training (04/27/2009)
- Implementation (05/04/2009)

Wide Area Network (WAN) Services Migration

- Equipment required for migration to broadband services received
- Initial QoS test for IP telephony over broadband completed
- Initial broadband sites implemented
- Project put on hold pending review of current vendor service options

Upcoming Milestones

- Complete analysis of current service options and approve future direction. (04/20/2009)

Issues

- Service options from current vendor being evaluated.

Vendor Performance

Northrop Grumman: The ISA Helpdesk took 4,889 requests for assistance in February. NG completed 1,224 regular Install, Moves, Adds and Changes (IMAC) for the month of February and zero (0) Project IMACs in February. NG met all SLR's for the month of February.

DAI: DAI met all of the established SLR for the month of February. There were 250 Application Services tickets opened and 256 closed during the month.



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March 2009 ISA Report Summary

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Project Keys

Scope Key	
VI	Vendor Issue – scope disruption due to some vendor related issue
TI	Technical Issue – scope disruption due to some technical related issue
RI	Resource Issue – scope disruption due to some resource related issue such as resource availability
SC	Strategic Change – scope disruption due to change in strategic direction
BC	Business Change – scope disruption due to change in business or business process

Status Key	
Blue	Project has been completed. This is the last time it will appear on this report.
Red	The project is experiencing significant delays, potential cost overruns, or critical failure. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action is needed.
Yellow	The project is experiencing minor delays or minor cost overruns or the project has encountered problems, which put it at risk of either going over-budget or missing deadlines. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget
Green	Project is on time and on budget with no delays or budget issues anticipated.
Black	This project has been placed on long term hold, terminated early, or retired

Phase Key	
Initiating	Defining and authorizing the project, including prioritization.
Planning	Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.
Executing	Performing the work of the project according to the scope, schedule and cost baselines established in Planning
Closing	Formal acceptance of the product, service or result

Information Services Agency
IT Strategic Plan - High Level Timeline

G1. Focus IT Governance on Enterprise Leadership	H	H	12 months	Ortell
G2. Develop a Strategic Portfolio Management Process	M-H	H	12 months	Watkins
G3. Create a Formal Communications Plan	H	H	3 months	Watkins
G4. Renew the IT Strategic Plan Over Time	M	H	42 months	Watkins
O1. Update and Communicate Functional Roles Within ISA	M	M	12 months	Watkins
O2. Implement Relevant Components of ITIL Methodology	H	H	12 months	Brummit
O3. Review and Improve Vendor Management (NG, DAI, LOGO)	M	M-H	18 months	Watkins
F1. Update the Chargeback Model	M	H	6 months	Hood
F2. Implement Service Level Agreements	H	M	6 months	Hood
F3. Build and Utilize the Fund Balance to Support Enterprise Initiatives	M	H	12 months	Hood
F4. Offer a Qualified Purchasing Agreement (QPA) Service	L	M	6 months	Hood
F5. Adjust Budget / Chargebacks Based on Qtly Review of NG "True-Up" Estimates	M	H	3 months	Hood
T1. Expand Teleconferencing Options	L	L	1 month	Schepers
T2. Incorporate Telecommunication Requests with Help Desk Process	M	M	3 months	Brummit
T3. Develop a Unified Communications Strategy	M	M	3 months	Schepers
T4. Extend GIS User Community	L	M	12 months	Carufel
T5. Implement Ongoing Maintenance for GIS Environment	M	M	3 months	Carufel
T6. Implement Aggressive Network Monitoring and Capacity Planning Process	H	H	12 months	Brummit
T7. Implement an Identity and Access Management Strategy	M	H	6 months	Brummit
T8. Update the PC Refresh Policy	M	H	6 months	Carufel
T9. Adjust the Help Desk Process and Monitoring	M	H	3 months	Brummit
T10. Increase Security Protocols within the Network	L	M	12 months	Brummit
T11. Apply the SDLC For all New Custom Development Projects	M	H	12 months	Petrecca
T12. Apply Consistent Techniques for Application Integration	M	H	12 months	Petrecca
T13. Establish a Master Data Management Strategy	H	H	6 months	Petrecca
T14. Implement an Enterprise Collaboration Strategy	M	H	6 months	Petrecca
T15. Implement a Business Intelligence Strategy	M	H	12 months	Petrecca
T16. Continue Lights On Activities (Invest for the Long-Term)	M	H	42 months	Brummit



Information Technology Board

Leading the way in enterprise-wide technology

Financial Report

This report describes the financial position of ISA in three areas: Expenses, Revenue, and Service Area Contract Comparison.

2009 vs. 2008 February Year-to-Date Expenses

<i>Characters</i>	Budget 2009	YTD Feb-09	% Used	Budget 2008	YTD Feb-08	% Used
TOTAL EXPENSE	\$43,985,405	\$6,819,318	15.5%	\$39,844,144	\$6,502,242	16.3%
Char 1 - Personnel & Fringes	\$3,018,546	\$410,215	13.6%	\$2,994,806	\$435,657	14.5%
Char 2 - Supplies	\$30,733	\$6,711	21.8%	\$30,654	\$526	1.7%
Char 3 - Contractual Services	\$40,917,822	\$6,393,113	15.6%	\$36,807,941	\$6,066,059	16.5%
Char 4 - Capital & Equipment	\$18,304	\$9,279	50.7%	\$10,743	\$0	0.0%

The 2009 budget includes approximately \$7.7 million in prior year purchase orders which are still active. Of that amount, we have spent almost \$1.9 million in this calendar year.

2009 vs. 2008 February Year-to-Date Revenue

	Budget 2009	YTD Feb-09	% Collected	Budget 2008	YTD Feb-08	% Collected
TOTAL REVENUE	\$35,048,053	\$2,389,846	6.8%	\$32,056,354	\$1,670,918	5.2%
Chargeback/Pass Through						
City	\$12,607,445	\$1,995,556	15.8%	\$15,880,000	\$1,106,350	7.0%
County	\$12,143,091	\$32,188	0.3%	\$14,300,000	\$68,653	0.5%
Other (Outside Agencies)	\$240,000	\$26,903	11.2%	\$264,097	\$19,077	7.2%
Telephones						
City	\$824,093	\$114,212	13.9%	\$838,374	\$235,729	28.1%
County	\$545,699	\$157,066	28.8%	\$661,025	\$158,788	24.0%
Other (Outside Agencies)	\$148,993	\$61,987	41.6%	\$112,858	\$44,437	39.4%
Miscellaneous Revenue	\$8,538,732	\$1,934	-	\$0	\$37,884	-

ISA records its revenue in the year in which we receive it (i.e. "cash basis"). This includes payments received from the 4th quarter 2008 billings. There is also approx. \$2.4 million in prior year revenue (grant, fiscal ordinance) that we could receive this year.

2009 vs. 2008 Service Area Contract Comparison

Actual Cost	YTD Feb-09	YTD Feb-08	Variance
TOTAL	\$1,881,881	\$1,896,070	-\$14,189
Service Area 1 (Data Center & Network)	\$884,286	\$885,192	-\$906
Service Area 2 (Help Desk & Distributed Computing)	\$452,315	\$464,598	-\$12,283
Service Area 3 (Application Development)	\$545,280	\$546,280	-\$1,000

Executive Summary
Telephone Supplies and Accessories
Dixon Phone Place

Purpose

The current contract with Dixon Phone expires March 2009. They currently supply telephones and accessories needed for all City/County agencies. In February 2009, the Office of Finance & Management/Purchasing issued an invitation to quote Telephone Supplies and Accessories for the Information Services Agency. Ten (10) responses were received and evaluated.

Business Objective

The objective is to select a vendor who will provide us a combination of the best service at the best price for our telephony needs.

Cost/Benefit

After Purchasing reviewed the bids, it was determined that Dixon Phone clearly submitted the highest number of low bids. Dixon is also a woman-owned business is very knowledgeable of and responsive to the needs of the City/County.

Recommendation

Dixon Phone has been the vendor of choice for the past 6 years. The execution of the contract, if approved, would not require a transition period, further helping keep the cost of services provided to a minimum. Therefore, ISA recommends the new agreement with Dixon Phone.



RESOLUTION # 09-02

INFORMATION TECHNOLOGY BOARD

Board Resolution to approve Award and Agreement between the Information Services Agency and Dixon Phone Place

WHEREAS, the parties entered into a Professional Services Agreement (“Agreement”) on April 6, 2005 for a two (2) year term; and

WHEREAS, the Agreement was amended a first time on September 25, 2006; and

WHEREAS, the Contractor desires to continue to provide upgraded equipment to City; and

WHEREAS, the Agreement was amended a second time on March 18, 2007 to extend the term to March 17, 2009; and

WHEREAS, ISA seeks to award a new Agreement after completing the purchasing bid process; and

WHEREAS, the parties desire to engage in a four (4) year Agreement and may renew beyond the expiration date for another like term or a lesser term, by agreement of both parties.

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to execute the reasonable and necessary agreements on behalf of ISA for Dixon Phone Place in an amount not to exceed annually Seventy Five Thousand Dollars (\$75,000).

Michael W. Rodman, Chairman
Information Technology Board

Jennifer Ruby, Secretary
Information Technology Board

March 31, 2009

Executive Summary
Enhanced Access Services
LoGO Indiana, Inc.

Purpose

The current Enhanced Access contract with LoGO Indiana, Inc expires at the end of June, 2009. This contract has been in place for over 10 years. In June 2008 ISA issued a Request for Proposals for Enhanced Access Services. Three vendors responded and those responses were evaluated by members of the Enhanced Access Review Committee (EARC).

Background

LoGO provides development and hosting of applications providing on-line access to certain City/County data as well as the ability to perform certain transactions with City/County Departments and Agencies on-line. While some data access is available at no cost to end users, most data access and all transactions have a financial component to them as well. The current contract for Enhanced Access Services is self-funded with all money used to pay the contractor coming from user convenience fees assessed on users of the services. Approximately 60% of the enhanced access revenues currently come from the sale of Court records on-line. As the Courts move to the State administered Odyssey case management system, most if not all of that revenue is expected to be lost due to an order from the Indiana Supreme Court regarding free public access to court records stored in Odyssey.

Business Objective

The objective is to select a vendor and a funding model that will provide the best and most sustainable service for our enhanced access and e-commerce needs.

Cost/Benefit

The responses from the vendors came back with three funding models proposed by the vendors: a continuation of the current self-funded model; a fee for services model; and a hybrid funding model combining aspects of the fee for service and self-funded models. The selection committee carefully reviewed the vendor responses and determined that the self-funded model as offered by LoGO Indiana best fit our financial circumstances.

Recommendation

LoGO Indiana, Inc is the vendor recommended by the selection committee to the EARC and by the EARC to the IT Board. If approved by the IT Board, this contract would not require a transition period or incur any transition costs. In addition, by continuing the self-funded model, provision of these services remain off-budget. Therefore ISA and the EARC recommend the new agreement with LoGO Indiana, Inc.



RESOLUTION # 09-03

INFORMATION TECHNOLOGY BOARD

Resolution to Award Contract for Network Manager Services to LoGo Indiana Local Government Online Indiana

WHEREAS, the Information Technology Board ("IT Board") and formally Indiana Interactive, Inc now called Local Government Online Indiana, LLC ("LoGo") entered into an agreement, on December 31, 1997, for network management services to establish, develop, operate, maintain, and expand CivicNet; and

WHEREAS, the original contract provided for the original term to expire on December 31, 2002, with the ability for the parties to renew the contract for up to two (2) additional three (3) year terms; and

WHEREAS, the parties renewed, amended, and restated their Agreement, as executed by the City/County on December 16, 2002; and

WHEREAS, the parties again renewed, amended, and restated their Agreement, as executed by the City/County on June 29, 2005; and

WHEREAS, the parties again renewed, amended, and restated their Agreement, as executed by the City/County on December 29, 2006; and

WHEREAS, the Enhanced Access Review Committee ("EARC") conducted an RFP process; and

WHEREAS, an extension was requested through June 30, 2009 in an effort to abide by the procurement process and bid services; and

WHEREAS, the EARC voted on February 27, 2009 to make a recommendation to the IT Board to award the contract to LoGo; and

WHEREAS, ISA and the EARC seek to negotiate an Agreement with LoGo for the services;

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the EARC to award the RFP to LoGo and authorizes the Chief Information Office to negotiate and execute all reasonable and necessary agreements on behalf of ISA within an amount less than \$100,000.00.

Michael W. Rodman, Chairman
Information Technology Board

Jennifer Ruby, Secretary
Information Technology Board

March 31, 2009

March IT Board Meeting PC Refresh Program



PC Refresh

Leading the way in strategic enterprise-wide technology



Refresh Cycle: Desktop (4yr) Laptop (3yr)

Have replaced 2709 machines (2053 DT 656 LT) in last two years

220 PC's a month between April and November

Engaged NG to handle as an Initiative

Will save money vs. handling through IMAC process

Review and Change in Desktop Model

Intel Core Duo 2.53, 2.0 GB Memory, 160 GB Hard Drive

Savings of approx \$100 per machine vs. old standard

Questions?

INFORMATION SERVICES AGENCY

200 E. Washington Street, Suite 1942

www.indy.gov

317-327-3100

Date Approved	Dept.	Description
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1/16/2009	ISA	Public Pay Telephone Commission Agreement
3/11/2009	ISA	Project portfolio framework-improvement and cost savings opportunities
3/11/2009	ISA	Ethernet Connectivity to 901 N. Post Rd
3/31/2009	ISA	Business Analyst for Accela Project - Drafted NTE
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