Information Technology Board
Meeting Agenda

Meeting Date:	02/28/2006	Meeting Time:	9:30-11:00am
Chairman:	Robert J. Clifford	CIO:	Shital Patel

Minutes:
- Approval of January 24, 2006 meeting minutes
- Approval of February 01, 2006 meeting minutes

Status Updates:
- ISA Report
- ISA Financial Report
- Northrop Grumman Update
- CivicNet Report

Action Items:
- ESRI Maintenance Renewal (Resolution 06-03)
- JUSTIS.Net: Production Phase (Resolution 06-04)
- PREMIS SOW (Resolution 06-05)
- Microsoft Enrollment (Resolution 06-06)

Discussion Items:
- Service Pack 2 Update
- Property System Update
- State-wide Voter Registration
- JUSTIS.Net Status

Adjourn
- The next scheduled IT Board meeting is on March 28 at 9:30 AM in room **260**

Attachment:
- Contracts< $100,000

Meeting Date:	01/24/06	Building/Floor/Room:	C/C, 2nd floor, Room 260
Meeting Time:	9:30 -11:00 AM	Chairman:	Bob Clifford
Meeting Purpose:	Monthly Update/Status	CIO:	Don Banning

IT Board Members Present: Major Ball, Robert Clifford, Linda Enders, Major Meadows, Paul Ricketts, Michael Rodman, Doris Anne Sadler, Judge Young

Staff Present: Vanita Anderson, Don Banning, Phil Brummit, Jason Buchanan, Laura Buchanan, Joe Campbell, Chuck Carufel, Jan Castelluccio, Jeff Clancy, Mike Darland, Taray Delemore, Doug Downey, Mary Lou Eads, Virginia Francis, Bob Geis, Tom Grazda, Mike King, Lori Kuhn,   Joe Lex, Roger Murphy, Kevin Ortell, Shital Patel, Dan Pavey, Rick Petrecca, Mike Miller, Jim Nelson, Jim Richardson, Marv Thornsberry, Amitav Thamba, Jeff Snodgrass, Ahmed Soliman, Hernan Vera

Visitors: Joel Beuge and Beth Malloy, Premis Consulting Group; LLC; Arleen Acton,Laura Lindenbusch, and Ami Guilfoy, Indiana Interactive/CivicNet; Patrick Rindler, Microsoft Corp; Sam Lestourgeon, IBM; Beth Bagnell, Unisys; Mathew Cook, Joe LaCombe, Jeremy Jobe, and Rick Hammond, Woolpert; Sheri Dudeck, CIBER; Joel Perry, Brighthouse Networks; Tonya Hanshew and Jon Kizer, HCI; Frank Short, Short Strategy Group

The November 15, 2005, IT Board Meeting was called to order at 9:43 a.m.

Minutes:

Mr. Rodman made a motion to approve the December 13, 2005 IT Board minutes.   Judge Young seconded the motion and it carried unanimously.

ISA Report

Mr. Banning stated the ISA Report stands as submitted. A cost estimate and vendor recommendation for the Microsoft Migration project will be presented to the IT Board at the February meeting. NG submitted the asset inventory, per the contractual deadline, and ISA will be presenting findings in February. NG missed two SLRs which results in $11,600 credits.

Asset Inventory

Ms. Enders commented that the graph in the 'stop light' report does not provide a solution to items identified as concerns. Ms. Enders suggested including solutions in future reports. Mr. Richardson stated that in the Fleet Services asset inventory the sampling was small and certain assets were not located. NG has met with Fleet Services and discussed revisiting the inventory following their upcoming refresh. Judge Young clarified that the reason NG's asset inventory for Fleet Services is at 82% is due to not being able to locate 17% of assets inventoried. Judge Young asked how extensive the audit was and the inventory was physical or electronic. Judge Young suggested going back and doing a full physical inventory.

Mr. Richardson stated that the inventory was a physical inventory. The items in question were peripheral items such as monitors and printers. Mr. Clifford stated that the agency or department has a certain responsibility to leave assets where installed or provide the vendor with location information. The Office of Finance and Management is working on draft model policy to improve internal controls at the agency level. Judge Young stated that he agrees the agency should have a certain responsibility.

Ms. Sadler asked where in the ISA report is the section about asset information in total for the entire enterprise. Mr. Banning responded that the deliverable was received. ISA is authenticating or verifying the NG report.

Ms. Sadler questioned the usefulness of the report provided in the IT Board packet. The table that is attached to the first page has no direct relationship to the chart. Ms. Sadler stated that a connection between the two is necessary for the report to be meaningful. Ms. Sadler requested more detail be provided.

SPAM

Ms. Sadler stated that she has many concerns regarding the increased number of spam e-mails received. Many are obscene. She stated that she is receiving 20 a day and asked what caused the leak in the enterprise spam filter.   Mr. Miller responded that ISA and NG have decided on which spam filter will work best for the enterprise and have moved forward with purchasing. Mr. Miller continued that additional hardware will be required and the new filter should reduce the number of spam messages coming through. The new filter should be implemented by the February IT Board meeting.

Ms. Enders asked about the columns in the project report graft and what do they mean. She asked if the projects are being evaluated on the terms listed.   Mr. Miller responded that the project prioritization group meets every week. The report provided is a summary to illustrate which projects there are concerns.   Some of the columns were added for future information to be added.

Color Charts

Judge Young requested future IT Board packet information printed in color be delivered. The courts do not have money in the budget for color printers.   Ms. Enders requested that lengthy documents be printed and delivered as well. Ms. Enders requested attachments 100 pages long in an HTM file document be delivered. Not coming through Monthly update on that project so don't have to ask. More time to review. Major Meadows commented that previously board members had requested condensed reports and perhaps ISA is receiving mixed signals.

Mr. Clifford commented that the sooner board information is received the better.

Helpdesk

Judge Young asked for clarification of what the new helpdesk number means.   Mr. Miller stated that previously the helpdesk message could not be updated off-site. Currently, the message at the helpdesk number may be updated off-site to inform users of situations such as the building being evacuated and service is not available.

ISA Charitable Assistance

Judge Young commented that the loan of PC's, for individuals displaced as a result of Hurricane Katrina and the Indy Homeless Connect event, was noble. He asked if NG's efforts were in the contract and at no expense to the enterprise. Judge Young asked if the assistance required diverting resources. Mr. Clifford responded that NG acted on his request.

SP2

Ms. Sadler stated that she is constantly amazed every time she comes to the IT Board meeting she has to mention SP2. Ms. Sadler asked why the installation is now on an expedited basis is.   Ms. Sadler continued that she has been asking for several months for NG to identify those applications that will not work with SP2 and come up with a solution. Ms. Sadler recommended NG contact the vendors of those applications for upgrades or alternative solutions.   Ms. Sadler stated that a written plan was requested at the December 13 IT Board and NG indicated a plan was not available.   The IT Board members need to see that plan. Ms. Sadler noted that the on-going question of SP2, being in the contract, is frustrating.   Mr. Miller responded there are applications that will not work with SP2, and that these applications need to be identified before SP2 is deployed. Ms. Sadler continued that she is aware that there is movement on initiative. A plan of action in a formalized process identifying when things are going to occur and how long they will take needs to be provided. Just knowing work

is being done is not sufficient. Mr. Banning stated that timelines are included in the document provided to the IT Board members. Ms. Sadler asked when the board members can expect to receive the document.

Mr. Clancy as complete Novell to Microsoft conversion plan there will be a number of PC's that will need to be updated to accommodate SP2.

Microsoft Migration

Judge Young asked that since there were only five responders to the Microsoft Migration RFS why not ask all five to give presentations.   He asked who would be making the recommendation for the most qualified vendor. Judge Young stated NG is to provide pricing for items not provided by vendor which means the vendors are making bids 'cafeteria style' on what services to provide. Mr. Miller responded that the vendors would have submitted proposals for all areas; however, ISA requested the proposals be broken down. The initial plan included narrowing down the vendors prior to final selection which is why two will be giving presentations. ISA will be making the selection on services provided and there will be services NG will be responsible for. Mr. Banning stated that ISA has been following the contract procedures for years and recommended Judge Young meet outside of the IT Board meeting with Mr. Miller to completely address his questions.

ISA Financial Report

Ms. Patel stated the ISA Financial Report stands as submitted. Actual expenses over December and encumbrances have not been processed. The NG credit for December will be applied to the January invoice.

Judge Young discussed the desktop refresh allocation of 2.1 million. He stated that it was his understanding the divisions are going to be paying through pass thru invoices to ISA and asked if this is in addition to pass thru expenses for administrative costs. Judge Young asked if the agencies will know before hand what the charges are to avoid getting caught in the over 25 transfer. Ms. Patel replied payment will be through pass thru invoices to agencies and departments.

Judge Young pointed out there is a question mark for the 2006 target even though the Novell licenses expire in June of 2006. ISA is building-in six months of month to month payment. Mr. Banning stated that ISA hopes to have the cost next week and is expediting Microsoft Migration project target to have this complete by end of year.

Northrop Grumman Update

Mr. Clancy presented the NG Update.

IMAC Tracking

The IMAC Team completed 675 IMACS in the month of December. This figure reflects the tentative agreement between NG and ISA of the definition of an IMAC, and is in line with the calculation methods used to determine the figures that are in the contract.

Judge Young stated his concern of the contractual number of IMACS is not being met and agencies being charged for IMACS, even though that number has not been reached. NG will be getting paid double. Mr. Campbell responded that would be for non project work. The total for 2005 project IMACS is 3,070. There were 2,700 for courts refresh, 338 for probation refresh, and 32 for the beginning of IPD refresh. Mr. Banning stated that this particular concern occurred initially with the probation roll out, the IPD roll-out and then with the Sheriff Department. ISA and NG will review the policy of how to define and charge for roll-outs. A meeting is scheduled for January 25, 2006, to discuss this and other issues.

Helpdesk

Mr. Clancy reported that previously Helpdesk calls were transferred from 6 pm 6 a.m. to Colorado. The transfer of calls caused NG to miss SLRs, which is why they were brought back onsite in-house.

Customer Satisfaction Survey

Mr. Clancy stated that 6,000 survey requests were sent out to users along with 3 reminders asking for feed back. There were 809 responders. NG will be meeting with the survey company and will evaluate what can be done to improve scores.

Ms. Enders asked how many user survey requests were sent out. She confirmed that 809 responses were received out of 6,000 requests which is comparable to prior year's results perhaps a little better. She asked what NG's target for next year is and recommended NG work on getting a better response. Ms. Enders suggested being more creative or more innovative to get better a response. Mr. Clancy stated that in this case Mr. Banning sent out a memo announcing the survey with three follow-up messages. Mr. Clancy explained that each Helpdesk call is followed up with an e-mail back to the customer requesting feedback on that Siebel call. Mr. Campbell stated that out of the 4,077 surveys sent out in response to helpdesk calls, 1 completed survey was returned. As a result, NG has changed their surveys, changed the tool, changed the wording, changed the e-mail and provided a different link that does not require a log-in.

Mr. Banning stated ISA will work with NG on a plan to increase survey results.

Judge Young asked if customer satisfaction could be broken down by the agency. The total respondents for courts were 10%, IPD 14%, and MCSD 11% and compare that to the overall results. Judge Young asked what the applicable level of response was for the previously three mentioned agencies. He stated they had an interest or they would not have responded.

Mr. Rodman stated that not all questions are equal. If a user's computer is not up and running, the other questions do not matter. Mr. Rodman suggested not all questions be given equal weight. Mr. Clancy responded that in the session between NG and the vendor, the relation of questions to the responses will be discussed. Mr. Clifford requested a copy of the data. Typically, surveys result in the extremes, but the average user does not respond. Mr. Clifford asked if the respondent knows if ISA or NG is in question. He stated that average user is not certain of the differentiation.

Ms. Sadler stated the two SLRs that were missed were significant. One is the asset management inventory. The second is the customer satisfaction survey. Not paid as credit.

Mr. Clancy responded that the semi-annual survey requires NG to survey helpdesk customers for the previous six months. The reporting period in January presented in February would cover the period of July through December. Ms. Sadler stated that two SLRs were missed and two were not reported.

Mr. Banning stated that the inventory was delivered in a timely manner and ISA is currently verifying the report for accuracy. Ms. Sadler stated that it her understanding the report was due December 31, 2005. Ms. Sadler expressed disagreement in amending the contract and not holding NG to the SLR.

Judge Young stated that he was astounded the NG is unable to hit the SLR for disabling user accounts. When an employee is terminated one of the most critical measures to take is to deny access to the system. Judge Young asked why NG cannot make the SLR.

Mr. Clifford noted that the emergency disable account SLR is worth 10 points. Mr. Campbell clarified that the SLRs missed for December were more for maintenance and routine clean-up of accounts. Mr. Clifford stated that the credit points never changed but were reallocated based on the consolidation of like reporting requirements.

CivicNet Report

Mr. Soliman stated the CivicNet report stands as submitted. Ten existing services were enhanced to provide improved service. Transactions for 2005 topped 412,000 exceed the prior year by more than 16%.

GIS Contract Resolution

Mr. Soliman stated that the RFQ for GIS Services was released in October. Questions were received in the course of the Q and A in accordance with the RFQ timeline. Two goals were established in the evaluation process. One, to establish a list of qualified GIS vendors. The second was the selecting of a primary vendor to provide on-going service on a day to day basis. The scoring was based on evaluation criteria, vendor experience, and MBE/WBE participation.

The breakdown by service area allows ISA to assess the core competencies for each vendor to determine subject matter experts for each technology area. As a result of this qualification process, ISA selected Woolpert as the primary vendor, to provide general GIS services and ongoing support. For future GIS Projects ISA will issue a Request for Service (RFS) to qualified vendors requesting proposals for a specific scope of work and cost estimates. ISA will then make the section, based on the proposal that provides the best quality of service, and potential cost savings to its prospective customers.

Mr. Clifford asked if Woolpert has been the primary consultant up to this point. Mr. Soliman responded that they have. Major Meadows asked if Woolpert was the lowest priced vendor. Mr. Soliman stated that each member of the evaluation team strictly followed the evaluation sheet and entered scoring based on experience. Woolpert did not score the lowest or the highest on cost. The evaluation team consists of Chuck Carufel, Rick Petrecca, Cheryl Spencer and Ahmed Soliman.

Judge Young stated ISA did a great job in getting the most for the dollars being spent.

Ms. Sadler move to approve Resolution 06-01. Judge Young seconded the motion.

Judge Young commented that this is a contract for basic services not an end all agreement. There will be requests for additional service that vendors may bid on. Mr. Soliman confirmed the contract is not exclusive and ISA encourages a competitive environment.

The motion carried unanimously.

TimeWarner Telecom ISP

Mr. Miller stated that ISA will be establishing two 15mb circuits with disaster recovery capacity, for a term of thirty-six months in a monthly amount of $3,340.00. Mr. Miller stated that there will be a nine month return on investment.

Judge Young asked if ISA is looking at a redundant connection to internet. Judge Young stated JUSTIS.Net will be up and running which is a web-based application. The TimeWarner contract is a 36 month contract. Judge Young stated his concerns, regarding locking up the rates for 36 months, and the potential need for additional bandwidth. Mr. Miller stated bandwidth may be bumped up in a matter of days.

Ms. Enders seconded Resolution 06-02and it carried unanimously.

Microsoft Enterprise Enrollment

Mr. Miller stated that the responses have been received from the vendors. The proposals have been scored. Currently, vendor presentations are being scheduled. Mr. Miller anticipates bringing a recommendation to the IT Board by next month.

Judge Young stated the schedule is very aggressive and asked if it could be met. Mr. Miller stated that the vendors being considered have done migrations many times. Mr. Miller stated that there are some database concerns as well as legacy applications. Mr. Clifford commented that the Office of Finance and Management is a substantial user of access databases. He suggested working with staff to assist in identifying critical applications. Mr. Miller stated that there are 100 or so that are very critical.

Property System Update

Mr. Ricketts discussed the property system project as moving forward. A preliminary draft has been submitted to the Department of Local Government and Finance. Ms. Barrick stated that ISA has completed the general technical review and are in the cost estimate phase for the items referred to in the technical review.

SVRS Update

Ms. Sadler stated that the project is going well from Marion County's perspective. A meeting was held with the State, Quest and Virchow Krause & Company last Friday. Ms. Sadler stated that there are very serious concerns related to the handling of issues such as the roll-out in May. Marion County does not have time to conduct a mock election especially with the system being down, timing out, and being slow. Voter registration has reported already being behind processing applications, because of system slowness. Ms. Sadler continued that Marion County staff has followed through with providing the vendor feedback.

Mr. Clifford asked if the concerns were state-wide or specific to Marion County. Ms. Sadler responded that Marion County is better than many other counties in the State.

Mr. Pavey stated that the County Coordinator stated Marion County was the best prepared County . As far as speed takes 1 minute to register a voter in the old system and it takes 2-3 and half with the current system. Can't even hire temps don't' have the capacity.

Ms. Sadler stated that criticism may be in the media within the next two days.

JUSTIS.NET

Mr. Thornsberry stated that DAI is ready to take over the test and development environment. The schedule allows thirty days to move back on-site. Work in progress is included in the 30 day timeframe. Mr. Thornsberry stressed that he would not be signing off until he is certain. DAI is representing a serious network environment. Mr. Thornsberry stated that DAI employees received 1,300 calls for support help across all the systems. Twelve-hundred of those calls have been resolved, with the remaining being in the process or on hold, due to the customer information. In all of 2005, DAI did not receive a single complaint on their employees or their SLRs. Mr. Thornsberry acknowledged their application support touches almost every single agency. The DAI team orchestrated the year end-close. Employees worked 312 hours over their contractual requirements with no additional charges. These hours were not billed to the City County. Mr. Thornsberry offered time off, but his employees declined. Mr. Thornsberry recognized the following employees for their efforts: Mike Darland, Roger Smith, Jan Castelluccio, Mary Lou Eads, Vanita Anderson and Laura Buchanan who also represented the rest of the JUSTIS support team. He also recognized NG support staff: Kenny Shock, Jim Goffinet, Steve Miller, John Baker, Kathy Jarrett and Annie Johnson.

Judge Young stated that recent legislation changes needed to be included in the JUSTIS System. As the system exists a diversion of resources is required to change code.

The meeting adjourned at 11:22

The next IT Board Meeting date is scheduled for February 28, 2006 at 9:30 in Room 260.

Information Technology Board
Meeting Minutes

Meeting Date:	02/01/06	Building/Floor/Room:	C/C, 2nd floor, Room 260
Meeting Time:	9:45 -10:00 AM	Chairman:	Bob Clifford
Meeting Purpose:	Monthly Update/Status	CIO:	

Members Present: Major Ball, Robert Clifford, Linda Enders, Major Meadows, Paul Ricketts, Michael Rodman, Doris Anne Sadler, Judge Young

Staff Present: Jim Effinger, Bob Geis, Joe Lex, Kevin Ortell, Shital Patel, Rick Petrecca, Joe Lex, Mike Miller, Jeff Clancy, Jim Nelson, Deb Barrick, Jason Buchanan, Nicole Randol, Adonna White, Doug Downey, Steve Dennis, Joe Campbell, Tenley Drescher

Visitors Joel Buege, Premis Consulting Group

Acceptance of Resignation

Mr. Clifford stated that Mr. Banning submitted his resignation effective 1/31/2006 and asked for acceptance of the IT Board members. Acceptance was unanimous.

Mr. Clifford requested comment from the Board. Major Ball recommended Ms. Patel as Acting CIO to provide stable leadership to ISA. Ms. Enders seconded the recommendation. Judge Young commented that the interim term would not be drawn out. Judge Young stated that Ms. Patel would have internal and external support as well as full authority as if she were the CIO. The Board plans to name a permanent CIO by the February 28, 2006 IT Board Meeting.

The February 1, 2006 Meeting of the IT Board Members adjourned at 10:00am.

ISA Report
February 2006

Operations Report

Microsoft Migration Update
ISA recently completed vendor presentations by the top two scored vendors. ISA will begin the Best and Final Offer discussions with the selected vendor. Contract negotiations will begin in March.

ISA has reviewed NG's Rough Order Magnitude (ROM) estimate for the migration which was delivered on Feb 7, 2005. ISA has identified issues and concerns with the ROM. NG will be revising the ROM based on the concerns identified for the migration. This proposal from NG is critical in evaluating the total cost for this project.

Current updated time schedule:

February 14-21, 2006	Project Estimates will be presented to the Controller and other IT Board members and prepare for IT Board presentation
February 28, 2006	IT Board Meeting - Evaluation team will present RFS findings and recommendations to the IT Board.
February 28, 2006	NG to provide revised estimate.
March 1, 2006	Expected to begin contract negotiation with selected vendor.
Mid March, 2006	Vendor will begin work.

Asset Inventory
The asset inventory was provided by NG in January 05. For assets acquired in 2005, the SLA requires the inventory to be at 98% accurate.   Of the first 550 records reviewed, 220 were either inaccurate or incomplete, resulting in a 60% accuracy rate. A physical audit had been planned, but ISA determined that the audit should be postponed until NG improves the data collected. ISA and NG have identified the data fields that are necessary to track for the asset inventory.

To improve the accuracy of our inventory, ISA recommended that NG replace the current asset inventory tool, LEX, with a more robust tool that captures assets attached to our network. ISA/NG evaluated two service-oriented management application solutions, IPass and Altiris. Altiris was selected because it has the ability to perform patch management, application deployment and more importantly Altiris has an asset management suite.   This tool will replace LEX and Novell Zenworks. Please see results from NG Inventory Report provided as separate attachment.

Windows XP SP2
650 SP2 installs (Approximately 10%) were completed by 02/14. According to the project plan 800 workstations will be completed by the end of February. The implementation of

Altiris, which is needed for the Microsoft migration, will impact the SP2 plan. Revisions to the plan are being made and will be reported on for the next meeting.

IMAC – Installations, Moves, Adds, Changes
To provide more clarity regarding the definition of an IMAC in the contract, a mutually agreed upon description will be in incorporated into the contract as an amendment. The Amendment will be presented at the March IT Board meeting for approval.

Symantec Anti Virus
The rollout of the new version of Symantec Anti Virus, designed to improve our response to SpyWare/MalWare is 50% complete. The anticipated completion date is March 16th for the enterprise.

Urban Area Security Initiative (UASI) Grant Funding Update
Cyber Security
SPAM tool implementation was delayed due to unforeseen vendor circumstances. NG is finalizing the rollout plan for our enterprise. The expected completion date of the project is the end of March. Additional Cyber Security tools are being evaluated and should be decided on in March.

Fiber Ring
The fiber link to Hamilton County continues to progress. The process of pulling fiber through the conduit should be completed by end of March, depending on weather conditions.

Voice Redundancy
The Avaya upgrade is continuing to progress. The new City/County servers were installed on 2/18. The equipment is already in place at the Disaster Recovery (DR) site.   Both sites have been connected to the SONET ring and currently have partially disaster recoverable as of February 21, 2006. This completes phases I and II of this project. The third and final phase will be to upgrade 30 remote sites, which is estimated to be completed by end of March.

Avaya Mobility Suite
Avaya conducted a demonstration for various customers to showcase mobile solutions. The most promising option includes the ability to extend desk calls to your cellular provider and maintains the integrity of the call. This will improve productivity for many customers that are mobile and this will eliminate the desk phone. When the enterprise moves to Microsoft exchange this will allow our customers to interface voicemail with email. ISA will have to upgrade the current voicemail system in order for this option to be available to our clients. ISA will continue to work with Avaya and other vendors to develop various customer-tailored solutions.

SLR Summary
- 2 SLRs not reported (2 with credits), 0 SLRs were missed for January
- NG will pay credits for 1 SLR (1 SLR not reported) for the month of January ($35,000)

Telephone Operations
- Trouble Tickets - 64
- Moves and Installs - 132

Application Development

IPD Supervisory Specials
This is an application to allow IPD officers to report incidents of use of non-lethal weapons online. Technical requirements, database design, and development tasks are completed. Currently the IPD Research and Planning Division have been working with other units in IPD to verify some policy issues with canine reporting. ISA deployed the current working version to the test server on 1/25/2006 for review and testing by the IPD Data Processing Division while the team is resolving the canine issue.

Prosecutor's Victims Advocate Database
Application requirement, design and development tasks are completed. The application is ready to be staged on the test server for user acceptance testing.

Parks Aquatics Accident Reporting
Functional requirements and development are 100% complete. Waiting on the server group to update the Oracle Client on the test server.

Community Service scheduling
This is a system to allow judges to assign community service work to defendants upon court ruling online. Currently the Courts system is utilizing a Group Wise calendar for this purpose. This application will replace the GW calendar with a database-driven Web Interface. Design and development phases are completed. Making some modifications based on customer feedback.

Google Mini Customization
Google Mini is a scaled-down version of the Google search engine dedicated to searching the IndyGov website. Another instance of the search engine will allow internal employees to search the IndyGov Intranet in a secured environment.

Completed search engine interface customization to match the look and feel of the IndyGov website. Also, modified the Content Management System templates so that every Web page will include a search box to allow site visitors to search from any page on the site. Currently the Web Team is testing the new templates before moving the system to production.

Web Design Projects
Working on the enhancements to the IndyGov services section. Working with DMD on the

redesign of the IndyMPO site and working with DPW on developing a site for the 5Cities conference.

IndyGov.org Site Hits Statistics
Please see the WebTrends Site Statistics analysis at the end of the ISA Report.

Content Management System (CMS) Upgrade
The Web Team is working with MethodFactory; a vendor specialized in Microsoft Content Management Server Implementation on the software upgrade and system enhancement. The Northrop Grumman (NG) database administration team completed the migration of the CMS SQL Server database to the Enterprise SQL Server to provide more stability and scalability. Also, the Web Team of ISA exported 15 Gig Byte of Web data and sent to the vendor to recreate a remote test environment for the upgrade project.

Applications Maintenance (Northrop Grumman)

- 161 Tickets Opened
- 169 Closed/ Resolved
- 21 In process
- 19 On hold
- 14 in Queue

Met 100% of January 06 SLRs.

Mainframe Maintenance (DAI)
- DAI Support Numbers for January 2006
    o 119 Tickets Opened
    o 100 Resolved
    o 18 In process
    o 1 on customer hold
- Total to Date since 1/1/2005
    o 1,393 Tickets Opened
    o 1,310 Resolved
    o 44 In Process
    o 39 On Customer Holds (Low Priority)

Met 100% of January 06 SLRs.

GIS Report

Began the creation of a GIS Enterprise inter-dependencies document. This document is being created with Microsoft Enterprise Architect and will eventually serve as a single documentation source for all GIS data sources, desktop applications, integrations, and web services.

Began a pilot project with DPW to determine the feasibility of utilizing GIS routing technology to optimize the pickup routes for solid waste collections. Preliminary results are very encouraging.

At the request of the Hansen User Group, began a plan to help DPW implement the use of handheld GPS units in the field and at the same time perform "disconnected editing" of their sewer facilities. This will allow field personnel to better locate underground facilities as well as verify their positional accuracy.

Completed a preliminary version of the Snow Route web application. This application will allow citizens to enter their address and see a map of all snow routes nearby. If DPW desires, this map could also reflect current route conditions based upon integration with our SnowFighter application.

PMO/BRM Report

Property System Replacement Project Update

The Property System Replacement Project Steering Committee has completed the RFP process.

Negotiations with the top responder are in process

IN SVRS (State-wide Voter Registration system)

The ISA/Quest Help Desk issues have been resolved and the MOU is being revised for approval. Marion County remains very concerned about the overall performance and reliability of First Tuesday. We are in the planning process for the Primary, identifying processes and team member roles.

Justis.net

DAI has approved the installation of the Test and Dev implementation of the Justis.net hardware and software environment. This is a major milestone.

Siebel MAC Enhancements and Web Portal Project

ISA is working with the Mayor's Action Center, Department of Public Works, DMD Compliance, and Animal Care and Control, to resolve integration issues between the Siebel, Tidemark, Hansen, and Chameleon systems. Solving integration issues results in faster and more efficient service for the citizens, and better working data for the servicing departments. The proper integration of these systems is central to developing a web portal for citizens to submit online service requests.

Document Management

ISA PMO staff has met with DOA/EO, DPW and the Guardian Home to gather requirements for image services. In each case, the initial requirement for each agency is to scan, index,

quality assure, store and retrieve static documents. In the case of DOA and DPW, File Net is being considered as a solution due to the success that DMD Compliance has had with the product and its potential as an enterprise solution. The short term goal is to get an initial rough cost estimate for agency budget planning. ISA PMO staff is scheduling similar requirements gathering meetings with the Bond Bank and DMD Economic Development. The Guardian Home is considering imaging software from Document Imaging Solutions, Inc (http://www.disusa.com/). ISA is researching the product, but initially believes that the solution being offered to Guardian Home would need to scope scanning equipment and a storage solution.

Disaster Recovery/Business Continuity
ISA and NG are working with various agencies on projects involving Disaster Recovery and Business Continuity.

WEBTRENDS

External Indygov.org Statistics

http://www.indygov.org

Web Log Analysis Custom Date Range Report

Report Range:01/01/2006 00:00:00 – 01/31/2006 23:59:59

Overview Dashboard

This displays key graphs and tables that provide an overview of the entire report. Click on the title of a graph or table to navigate to the corresponding page.

Visits Trend
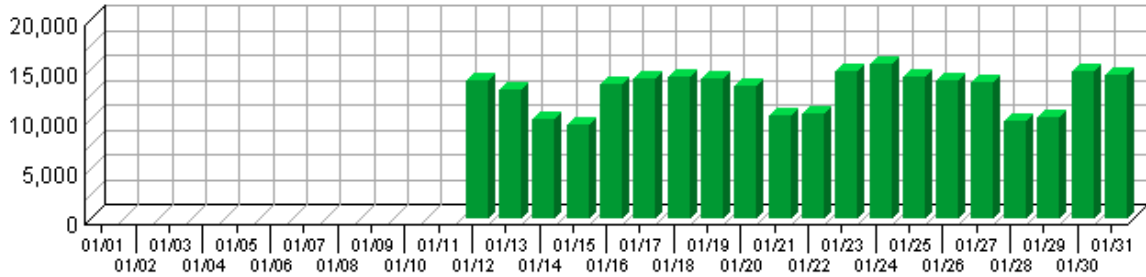
Visit Summary

Visits	257,924
Average per Day	8,320
Average Visit Length	00:09:40
Median Visit Length	00:02:12
International Visits	0.00%
Visits of Unknown Origin	100.00%
Visits from Your Country: United States (US)	0.00%

Page Views Trend
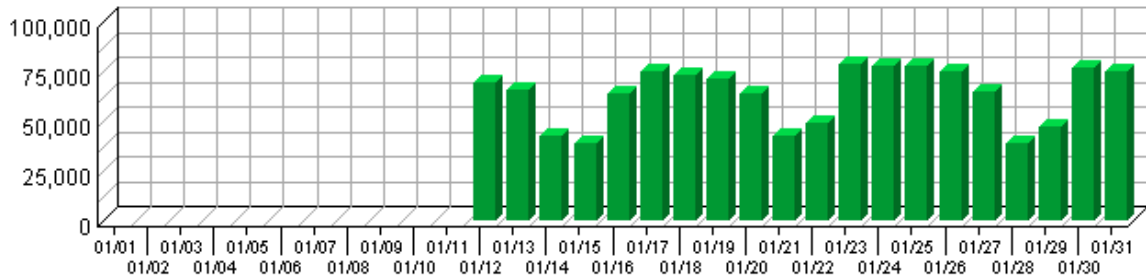
Page View Summary

Page Views	1,267,814
Average per Day	40,897
Average Page Views per Visit	4.92

Visitor Summary

Unique Visitors	114,919
Visitors Who Visited Once	90,171
Visitors Who Visited More Than Once	24,748
Average Visits per Visitor	2.24

Hits Trend
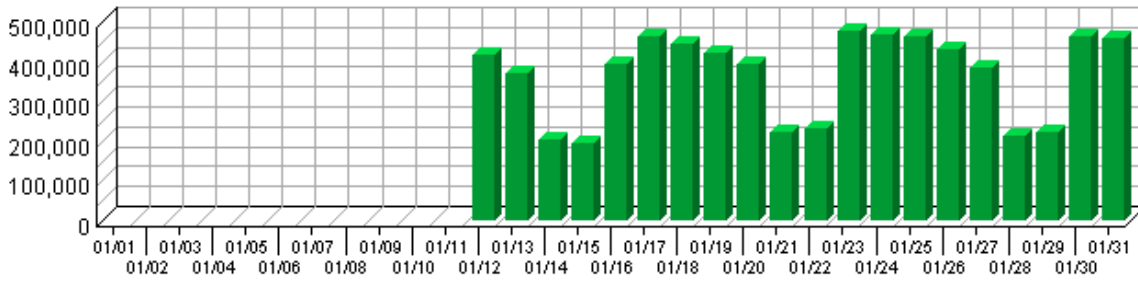
Hit Summary

Successful Hits for Entire Site	7,322,469
Average Hits per Day	236,208
Home Page Hits	62,303

SLR Report January 2006

Legend	
Results Met SLR for Month	99.98%
Results Did Not Meet SLR for Month	**99.38%**
There was no activity/requests for this SLR for the month	None
SLR was not Reported for the Month	
Credits to be assessed for the SLR monthly performance	**20**

Northrop Grumman SLR's:

#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Aug	Sep	Oct	Nov	Dec	Jan	Credit Points	Details/Comments
	System Server												
1	Mainframe Production Sub-systems (includes MVS, CICS, Batch, IMS, TSO, and DB2)	SA1	Availability	Sun-Sat, 000-2400	99.90%	100%	99.98%	99.94%	99.92%	99.98%	99.99%	**30**	
2	Mainframe Development Sub-systems (includes MVS, CICS, Batch, IMS, TSO, and DB2)	SA1	Availability	Sun-Sat, 0000-2400	90.00%	100%	100%	100%	100%	100%	99.94%	**20**	
3	Production Unix Applications, Middleware and Databases	SA1	Availability	Sun-Sat, 0000-2400	99.90%	**98.92%**	99.96%	**99.89%**	99.91%	99.99%	99.97%	**30**	
4	Production Intel Applications, Middleware and Databases	SA1	Availability	Sun-Sat, 0000-2400	99.90%	99.95%	100%	99.91%	99.93%	99.94%	99.98%	**30**	
5	Production messaging Servers (e-mail)	SA1	Availability	Sun-Sat, 0000-2400	98.00%	99.95%	99.82%	99.48%	98.81%	98.47%	99.10%	**20**	
6	EOC Common Shared Server Infrastructure including LAN	SA1	Availability	Sun-Sat, 0000-2400	98.00%	99.98%	99.76%	100%	100.00%	99.83%	99.92%	**5**	
7	Shared Storage systems	SA1	Availability	Sun-Sat, 0000-2400	98.00%	100%	99.98%	98.92%	98.03%	99.98%	100%	**20**	
8	QA/Test Systems and Servers	SA1	Availability	Sun-Sat, 0000-2400	95.00%	99.97%	99.62%	98.78%	98.61%	98.59%	99.55%	**20**	
9	Development Servers	SA1	Availability	Sun-Sat, 0000-2400	90.00%	99.97%	99.68%	90.74%	92.49%	97.07%	99.52%	**20**	
	Application Platform Online Response Time												
10	Mainframe Production Systems	SA1	Online Response Time	transactions complete $\leq$ 2.0 sec	98.00%	98.59%	98.60%	98.75%	98.66%	98.70%	98.46%	**30**	
11	Unix Production Systems	SA1	Online Response Time	transactions complete $\leq$ 2.0 sec	98.00%	100%	100%	**97.95%**	**90.16%**	99.46%	99.19%	**30**	
12	Intel Production Systems	SA1	Online Response Time	transactions complete $\leq$ 2.0 sec	98.00%	99.99%	99.99%	100%	**93.10%**	98.61%	99.04%	**30**	
	Batch Processing												
13	Demand Production Batch—Job Requests	SA1	Response Time	1 hour	98%	100%	**97.81%**	100%	100%	100%	100%	**5**	
14	Emergency Requests	SA1	Response Time	15 minutes	98%	100%	100%	100%	None	None	None	**5**	
	System/Server/Network Administration (All Platforms)												

#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Aug	Sep	Oct	Nov	Dec	Jan	Credit Points	Details/Comments
Northrop Grumman SLR's:													
15	Capacity/Performance * Continuously monitor server and network capacity and and performance and storage capacity for defined threshold alerts and anomalies. * Notify City/County when alerts are triggered or anomalies are identified on system resources.	SA1	Accuracy of monitoring and reporting threshold alerts and anomalies. Response time to report	1 hour notification of City/County of verification of event trigger or anomaly identification.	99.80%	100%	100%	100%	99.80%	100%	100.00%	**20**	
16	Capacity/Performance Planning * Trend Analysis and reporting across all platforms. Capacity change requests - Server & Storage	SA1	Proactive daily monitoring and preemptive intervention to advise City/County of need to increase server and storage capacity.	Monthly analysis reports and interim reports on rapidly developing events and trend identification.	98.00%	100%	100%	100%	98%	100%	100.00%	**20**	
17	Deploy service/security patches and anti‑virus updates necessary to protect or repair environment vulnerabilities.	SA1	Response Time	Same business day as signoff subject to agreed upon change control procedures.	99.00%	100%	100%	100%	100%	100%	100.00%	**20**	
	Restoration Services												
18	Critical Restore Requests	SA1	Response Time Onsite Storage Offsite Storage	3 business hours to begin from time of notification by Service Recipient.	99%	100%	None	100%	100%	None	100%	**10**	
19	New Server	SA1	Target Time from time received onsite	5 business days	95%	100%	100%	100%	100%	None	None	**5**	
	Network Availability												
20	Router Availability	SA1	Fully Functional	Sun–Sat, 0000–2400	99.80%	99.95%	99.89%	99.99%	100%	100%	100%	**10**	

Northrop Grumman SLR's:

#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Aug	Sep	Oct	Nov	Dec	Jan	Credit Points	Details/Comments
21	VPN Availability	SA1	Fully Functional	Sun–Sat, 0000–2400	99.80%	100%	100%	100%	100%	100%	100%	5	
22	IP Dial Availability	SA1	Fully Functional	Sun–Sat, 0000–2400	99.80%	100%	100%	100%	100%	100%	100%	5	
Network Performance - Performance Type Per Circuit													
23	Overhead— collectively for all Provider-provisioned components	SA1	Elapsed Time (5 min intervals)	90% of all packets with < 6% overhead	98.00%		99%			100%	100%	10	
Help Desk - Incident Resolution													
24	1st Call Resolution Rate	SA2	Response time	Resolution on first call	80.00%	84.90%	84.63%	82.67%	87.04%	86.48%	86.50%	10	
25	Email Response rate	SA2	Online response time	≤ 1 hour	98%			**83.44%**	**97.38%**	**97.29%**	98.72%	5	
26	Severity 1—Urgent	SA2	Elapsed time	Resolution within 1 hour	95.00%	100%	None	None	None	None	100.00%	20	
27	Severity 2—Critical	SA2	Elapsed time	Resolution within 4 hours	95.00%	**94.74%**	95.24%	**85.71%**	100%	100.00%	100.00%	20	
28	Severity 3—Normal	SA2	Elapsed time	Resolution within 12 business hrs	90.00%	**86.51%**	**89.58%**	92.59%	96.00%	94.69%	95.24%	10	
29	Severity 4—Cosmetic	SA2	Elapsed time	Resolution within 16 business hrs	90.00%	90.06%	**88.80%**	90.71%	90.91%	91.76%	96.36%	10	
Help Desk - Incident Closure													
30	Root Cause Analysis (RCA)	SA2	Scheduled	Provide monthly written review of problem areas and resolutions for Severity 1 and Severity 2 levels as designated by problem mgmt team.	99.00%	100%	100%	100%	100%	100%	100.00%	5	
31	Recurring Problem	SA2	Repeat Calls	<2% recall (reopen)	2%	<1%	0.85%	0.54%	0.46%	0.82%	<1%	10	
User Account Administration Tasks													

#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Aug	Sep	Oct	Nov	Dec	Jan	Credit Points	Details/Comments
Northrop Grumman SLR's:													
32	New User Account (up to 5 per request)	SA2	Response time	Completed within 2 business days of authorized request. 1 Day as of July 1st	99.00%	**97.67%**	99.12%	**92.91%**	100%	100.00%	99.19%	**10**	
33	New User Account (6‑20 per request)	SA2	Response time	Completed within 3 business days of authorized request.	99.00%	100%	100%	100%	None	100.00%	None	**5**	
34	Password Reset	SA2	Response time	completed within 15 minutes of receipt of request.	92.00%	95.41%	97.96%	96.53%	95.87%	97.30%	98.06%	**5**	
		SA2		Completed within 45 minutes of receipt of request.	98.00%	98.38%	99.68%	99.15%	98.39%	99.75%	99.93%		
35	Privilege Changes	SA2	Response time	Within 1 business day of City/County authorized request.	98.00%	**94.34%**	98.51%	**90.14%**	100%	100.00%	100.00%	**5**	
36	Emergency Disable Account	SA2	Response time	Within 30 minutes of City/County authorized request.	99.90%	100%	100%	100%	100%	100.00%	100.00%	**10**	
37	Disable User Account		Response time 1-5 Requests	Within 4 hours of authorized request.	98.00%	98.56%	**97.37%**	98.33%	**97.96%**	**86.42%**	100.00%	**5**	
		SA2	Response time 6-10 Requests	Within 8 hours of authorized request.	98.00%	100%	None	100%	None	**0.00%**	100.00%		
			Response time 11+ Requests	Within 12 hours of authorized request.	98.00%	None	None	100%	None	100.00%	None		
	Customer Satisfaction												

#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Aug	Sep	Oct	Nov	Dec	Jan	Credit Points	Details/Comments
Northrop Grumman SLR's:													
38	Periodic Sample Satisfaction Survey	SA2	Customer Satisfaction rate	Users surveyed should be very satisfied or satisfied.	95%		None	None	None	None	98.67	20	76 Responses for the month out of 579 Problem Calls (13%)
39	Scheduled Survey (conducted at least bi-annually)	SA2	Customer Satisfaction rate	Users surveyed should be very satisfied or satisfied.	95%							30	NG has not provided a semi-annual survey to meet this requirement.
Asset Management													
40	95% accuracy for those items currently being maintained in the inventory database. Any changes or additions made to the database from the date of this agreement should reflect 98% accuracy.	SA2	Quarterly Credit amount & Terms = $25,000	95% on existing data, 98% on data entered since 1/1/05	98%							20	NG as turned in a report of the inventory that was not to the level expected. Please see board report for details
Deployment - Distributed Computing													
41	Urgent Request, single installation (High Priority)	SA2	Elapsed time	1 Business Day	98%	None	0%	None	100%	None	None	5	
42	1-10 in a single request	SA2	Elapsed time	10 Business Days	92%	100%	95.95%	98.61%	96.05%	96.88%	98.77%	10	
Physical Equipment Moves - Distributed Computing													
43	Urgent Request, single move (High Priority)	SA2	Target Time from request	4 hours	98.00%	None	50%	None	None	None	100.00%	5	
44	1-10 (per 5 business days advanced notice)	SA2	Target Time from request	10 Business Days	95.00%	97.37%	93.75%	96.00%	95.45%	100.00%	97.78%	10	
Test Batch													
45	Test Batch—Submitted Jobs	SA1	Response Time	Per submitted request	1 hour	100%	100%	100%	None	None	None		
Report Distribution/Output Delivery													
46	Remote Output Delivery	SA1	Per Scheduled Time	Remote output delivered to appropriate destination according to approved schedules.	98%	100%	100%	100%	100%	98.98%	100		
Restoration Services													

#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Aug	Sep	Oct	Nov	Dec	Jan	Credit Points	Details/Comments
Northrop Grumman SLR's:													
47	Non-Critical Restore Requests	SA1	Response Time Onsite Storage Offsite Storage	# of business days until completion from time of notification by Service recipient.	2 days 99% of the time	100%	100%	100%	100%	**50%**	100		
	Network Performance - Performance Type Per Circuit												
48	Packet Delivery	SA1	Successful packet transmission	100%	99.8% (data loss < 0.1%)	100%	100%			100%	100		
	Network Services - Disaster Recovery												
49	Time to recover	SA1	TBD from policy plan			None	None	None	None	None	None		
50	Annual test allowance	SA1	Two tests per year, two days per test			None	None	None	None	None	None		
	General Administrative Functions												
51	Administer network device password change control procedures—for new carrier technical staff, new IT staff; and deleting passwords for personnel leaving both organizations.	SA1	Overall Schedule	Sun–Sat, 0000–2400	98.00%	None	None	None	None	None	None		
52	Software configuration revision or change to a network device. (router, firewall, VPN device, IP Dial server, etc.)	SA1	Response Time	Mon–Sat, 0700–1800 <4 Hours	98.00%	None	None	None	None	None	None		
	Help Desk - Response Time												
53	Speed‑to‑Answer	SA2	Phone response time	≤ 60 sec	90%	**89.23%**	93.56%	94.62%	91.45%	94.33%	90.67%		
54	Call Abandonment rate	SA2	Phone response time	≤ 2% of calls that abandon greater than or equal to 60 seconds	≤ 2%	1.46%	0.88%	1.54%	1.06%	0.57%	1.41%		
	Application Maintenance												
55	Project Estimation Methods and Tools Used for Cost and Schedule	SA3	Target	100% of projects	100%	100%	100%	100%	None	100%	100%		

#	SLR Description	SOW Service Area	Service Measure	Performance Target	SLR	Aug	Sep	Oct	Nov	Dec	Jan	Credit Points	Details/Comments
	Northrop Grumman SLR's:												
56	Project Estimation (actual cost vs. estimated cost)	SA3	Target Cost	Actual Estimate	Actual - Not more than +/- 10% of estimate	100%	100%	100%	None	100%	100%		
57	Service Requests	SA3	Target Time	Deliver proposal within target time	<3 days 95%	100%	100%	100%	None	100%	100%		
58	Critical milestone Completion – Critical milestones on the Critical Path. - (as agreed to by ISA, customer and Provider)	SA3	Completion Date	Completion of critical milestones by scheduled completion date	95%	100%	100%	100%	None	100%	None		
59	Customer Satisfaction	SA3	Target	Rated satisfied or very satisfied at quarterly intervals/ after delivery of upgrade	95%		100%	100%	None	100%	None		
	Performance Credits					$29,200	$11,700	$0	$52,500	$11,600	$35,000	**$140,000**	

###	IT Major Expenditures - 5 Year Forecast									
				16-Feb-06						
	Project	Description	Estimated Cost 2005	Estimated Cost 2006	Estimated Cost 2007	Estimated Cost 2008	Estimated Cost 2009	Estimated Cost 2010	Est. Cost	Projected Timeline
	(SA1 & 2 Enterprise Projects - Estimated expenses above $100 K for years 2005 - 2010)									
1	Microsoft Enterprise Office Solution - Full Platform - Annual Payment	Per Year for 6450 Users. Full Platform includes Windows Operating System Upgrade, Office Professional and Core Cal. (Server CAL, Exchange, etc). Does not include decreased Novell costs		$1,400,000	$1,400,000	$1,400,000				
2	Desktop Refresh	PC/Notebook replacement plan to meet needs of new environments. Considering numerous options, 3-4 year plan. Estimated Cost of $900/desktop or $1,300 for laptops.			$2,150,000	$2,150,000	$2,150,000	$2,150,000		
3	Migration from Novell to Microsoft as standard Platform	.NET Microsoft Environments may accelerate changes in standard Network Operating System for Enterprise							TBD	2006?-2007
4	Citrix Metaframe Implementation	Offers numerous benefits as well as a XP SP2 fall back plan for old applications		$450,000			$50,000			
5	Microsoft Project Server	Additional licensing is required for setting up MS Projects Office.							TBD	
6	Enterprise-wide Document Management System	Over 20 City/County entities have expressed interest in a document management system.							$1,000,000	TBD
7	**Consolidation of Police and Fire Departments**								TBD	TBD
8	**Enterprise Backup System Mainframe/Intel**				$820,000	$50,000	$50,000	$70,000		
	Network Infrastructure Equipment									
9	Core Switch Expansion				$105,000	$300,000				
10	Horizontal Distribution Switch Expansion				$150,000	$75,000	$75,000	$75,000		
11	Remote Date Circuit bandwidth increases				$90,000	$45,000	$45,000	$45,000		
12	End-Of-Life Equipment				$200,000	$60,000	$60,000	$60,000		
13	65XX and 25XX Memory upgrades				$250,000					

###	IT Major Expenditures - 5 Year Forecast										
					16-Feb-06						
	Project	Description	Estimated Cost 2005	Estimated Cost 2006	Estimated Cost 2007	Estimated Cost 2008	Estimated Cost 2009	Estimated Cost 2010	Est. Cost	Projected Timeline	
	Business Continuity										
14	Business Continuity								$1,212,000	TBD	
15	Upgrade SBC data circuit SLR's								$100,000	TBD	
	Phone System Upgrades										
16	Unified Messaging	Voicemail to desktop							$150,000	TBD	
	Estimated Total	Best Guess Total, high end of estimate, without TBDs. Numbers are in thousands.	$0	$1,850,000	$5,165,000	$4,080,000	$2,430,000	$2,400,000	$2,462,000		
	note: shaded areas with dollar values refelct monthly updates										

Financial Report

This report describes the financial position of ISA in four areas: 2005 vs. 2006 Budget Comparison, Year to Date Revenue Statement, January 2005 vs. January 2006 Contract Comparison, and 2006 Application Maintenance and Support Expenditures.

Budget Comparison – January 2005 vs. January 2006

Characters	Budget 2006	YTD Jan 2006	% Used	Budget 2005	YTD Jan 2005	% Used
TOTAL	$35,505,467	$3,456,650	9.7%	$30,218,425	$1,598,009	5.3%
Char 1 - Personnel & Fringes	$2,942,426	$312,786	10.6%	$3,214,142	$201,812	6.3%
Char 2 - Supplies	$77,536	$5,946	7.7%	$73,801	$88	0.1%
Char 3 - Other Supplies	$32,371,589	$3,117,149	9.6%	$26,818,315	$1,396,109	5.2%
Char 4 - Capital & Equipment	$113,916	$20,769	18.2%	$112,167	$0	0.0%

ISA expenditures for January 2006 totals $3.5 million or 5.3%. This includes payments to Northrop Grumman and DAI year to date. *The 2006 budget and expenses include purchase orders in the amount of $7.4M from 2005.

2006 January Year to Date Revenue

	2006 Total Projected	YTD 2006	% Collected
TOTAL REVENUE	$28,215,191	$1,860,888	6.6%
Chargeback/Pass Through			
City	$13,903,746	$1,604,104	11.5%
County	$11,911,637	$32,540	0.3%
Other (Outside Agencies)	$61,508	$21,777	35.4%
Telephones			
City	$1,208,116	$109,747	9.1%
County	$952,553	$0	0.0%
Other (Outside Agencies)	$162,631	$18,720	11.5%
IMAGIS	$0	$74,000	0.0%
Misc Revenue	$0	$0	0.0%
Enhanced Access	$15,000	$0	0.0%

ISA has collected $1.9 Million dollars or 6.6% of our projected revenue for YTD January 2006, which includes payments received for the 4th quarter 2005 billings. Quarterly reports have been sent to the Controller's and Auditor's Office by Department or Agency.

The projected revenue does not include the $2 million that will be collected for the UASI grant. The appropriation was carried over into 2006.

January 05 vs. January 06 Contract Comparison

The 2005 contract amount before SLR credits and after the amendment for DBAs and SA3 Mgr, totaled $8,976. The 2006 base contract is for $8,681. Based on the January charge for SA3 Manager and DBAs, the total contract amount will increase by $156K.

(In Thousands) Actual Cost	January 2005	January 2006	Variance
TOTAL	**$831**	**$837**	$6
NG	$794	$796	$2
DAI (Mainframe Only)	$37	$41	$4

2006 Application Maintenance and Support Budget

	Budgeted Dollars	Dollars Spent	Budgeted Hours	Hours Spent	% Used
TOTAL	**$1,635,830**	**$86,976**	**22,720**	**1,208**	**5.3%**
City	$1,054,512	$46,368	14,646	644	4.4%
County	$581,318	$40,608	8,074	564	7.0%

The chart above shows the hours and dollars budgeted for the City and County for Application Maintenance and Support. Vs. the actual for 2006.

Definition:
Application Support – Bug or performance tuning of an existing application.
Maintenance – Enhancement of an existing system.

Prepared for:	IT Board	Prepared by:	Jeff Clancy-NG Program Manager
Date submitted:	02/14/2006	Reporting period:	February

Summary of Accomplishments for NGC-February 2006 *(All Service Areas)*

Accomplishments This Month:	1. Installed Windows 2003 Server on new replacement Traffic servers. 2. Windows 2000 and 2003 Server Patched with latest updates. 3. Closed project 608 Midrange Technology Refresh. This project provided updated data backup capabilities for the Client Server and Mid-Range hardware platforms as well as provided upgraded direct access storage for the Mid-Range and Mainframe hardware environments. 4. Roll-out of Symantec AV upgrade to workstations continues 5. Moved the fiber transceiver for the Traffic servers in preparation for the UASI fiber ring installation. 6. Northrop Grumman Field Engineers are continuing to install Windows XP Service Pack 2 on any workstation that they work on for all departments that have completed testing and approval of XP SP2. The latest audit indicates that 650 workstations have XP SP2 installed. 7. The IMAC Team completed 729 IMACS in January. This breaks down to 589 regular IMACS and 140 Project IMACS. 8. The NG IMAC Team completed phase three of the IPD Workstation Refresh Project on Thursday, Febuary 2, 2006. IPD submitted additional Service Requests for this project, bringing the total to 13 phases. The scope of this project increased from 139 installations to 161 installations. The new projected completion date is February 28, 2006. 9. The NG/ISA Help Desk sent out 664 Customer Satisfaction Surveys and received 76 responses. The results show that 97% of the respondents are satisfied with the service that they are receiving from the Help Desk. 10. Completed final walkthrough to identify fiber conduit path into IPD South, IFD 3 and IFD 11 for the UASI Grant Fiber Ring project. 11. Finished setting up Radius authentication on the routers for network administration. 12. Installed the three Proofpoint appliances to begin configuration and testing. 13. NG Staff between January 30, 2006 and February 3, 2006 updated a total of 277 Asset Records in the LEX database.

Summary of Accomplishments for NGC-February 2006 *(All Service Areas)*

Accomplishments This Month:	**14.** Agreed upon IMAC definition is as follows:

IMAC DEFINITIONS	
Hardware	**Counts**
Install PC	1
Install Monitor	1
Install Laptop	1
Install Desktop Printer (local)	1
Install Network Device (Printer, Scanner, Etc.)	1
Install Peripherals (local, per piece)	1
Install Handheld Devices (Blackberry, PDA's)[2]	1
Move PC	1
Move Monitor	1
Move Laptop	1
Move Desktop Printer (local)	1
Move Network Device (Printer, Scanner, Etc.)	1

Software	Counts
Image Install or Re-image[1]	1
Install Application (per app.)*	1
Install Network Printer Driver (per pc)	1
End User Data Transfer	1

Other	Counts
Disposal (including paperwork, per piece)	1
Hard Drive Wipe - Non disposal only	1
Non-Install - Delivery Only Software[3]	1
Non-Install Delivery Only Hardware (per piece)	1
Creation of Automated Software Deployment Package*	1

[1]Image includes the following software as of 12/28/2005: OS, Novell Client, GroupWise, Anti-Virus, Adobe Acrobat Reader, WinZip, Inventory Application, Remote Control Application. Departments that have department specific images and own Office licenses for all workstations include the Office product in the image.

[1]After the migration from Novell to Windows, and with an enterprise license agreement that includes Office 2003 and Outlook, the image will include Office 2003 and will not include Groupwise, and may not include the Novell Client.

[2]Includes the installation of all drivers and synchronization software

[3]Only one IMAC will be counted per delivery.

*Automated application deployment will not be counted as an IMAC.

Summary of Accomplishments for NGC-February 2006 *(Altiris-Proofpoint Summary)*

Accomplishments This Month:	Northrop Grumman recently completed an evaluation of two service-oriented management application solutions, iPass and Altiris. NGIT is very pleased to announce that we have decided to purchase the Altiris product suite. Altiris is perceived by many IT professionals, as the "Cadillac" of this type of software package. We are purchasing the following components: the Client Management Suite, The Server Management Suite and the Asset Management Suite.

The Client Management Suite provides the ability to deploy, manage, and troubleshoot systems from virtually anywhere, offers local backup and recovery to a protected area on the local hard disk, centrally managed server-based backup and recovery for clients. This will greatly assist in, and reduce the required effort for the deployment of XP SP2 and Office 2003, as well as other applications and patches, throughout the enterprise.

The Server Management Suite provides comprehensive server configuration management functions from a centralized console, network backup with off-site replication for disaster recovery, a real-time remediation console and Web-based performance and event monitoring. This will prove to be very useful as we begin adding the servers required for the Microsoft Migration project.

The Asset Management Suite was designed to help organizations maximize existing IT investments through active asset management by managing contracts and entitlements, aligning service resources with IT Infrastructure Library (ITIL) standards, and realizing asset Total-Cost-of-Ownership.

Over the next few weeks, Altiris will be installed and configured to start "scanning and discovering" City/County assets. Once the discovery is reviewed and validated, it will be merged with the data stored in LEX. Altiris is a much more robust and efficient asset management application. Once the data is converted from the LEX database to the Altiris database, the LEX application will no longer be used.

City/County has become victim to the assault of non-business related, unsolicited and sometimes offensive e-mail commonly called SPAM. It is estimated that well over 70% of the approximately seventy thousand e-mail messages received daily through our e-mail gateway are SPAM. That translates to a daily average of over fifty thousand email messages. SPAM is detrimental to the efficient operation of City/County in many ways. Its most costly impact is lost productivity. Users waste time separating SPAM messages from business related messages. Valid City/County e-mail messages may get lost amongst the SPAM messages.

Additionally this influx of unsolicited email messages posses security challenges that require the need for an email-security anti-SPAM solution. SPAM is a vector for potentially costly cyber-security attacks. Email is one of the favorite hacker propagation techniques utilized to mount today's blended threats. This increases the risk of downtime and clean-up costs.

Research states that deploying an email-security anti-SPAM technology will help reduce expected losses and protect employee productivity. To protect our organization from virus attacks and to protect you from receiving hundreds of SPAM messages, an anti-SPAM email filter will be deployed to processes and filter all incoming email. This application is projected to be rolled starting February 13, 2006.

How does email filtering work?
The anti-SPAM solution will process all incoming email. Messages that are deemed SPAM or contain a virus, will be quarantined. The quarantine email messages are then managed by the end-user. The end-user will have the option to delete the message or release the message for delivery to their email account. |

Summary of Accomplishments for NGC-February 2006 *(Customer Satisfaction Results)*	
Accomplishments This Month:	The survey results show the high-level results of the Mathews survey requested at last month's meeting. IPD had 114 (14.1%) respondents, MCSD had 91 (11.2%) respondents and Courts had 84 (10.4%)respondents, these three groups represent 289 (35.7%) of the 809 responses. Survey results for IPD, MCSD, and Courts are included as attachments.

NORTHROP GRUMMAN

Information Technology
2005 Customer Satisfaction Survey

Job Category: **ALL JOB CATEGORIES**
Agency / Department: **Indianapolis Police Department**
Overall Satisfaction: **ALL SATISFACTION LEVELS**
Help Desk Calls: **ALL HELP DESK CALLS**
Desktop Support: **ALL DESKTOP SUPPORT OCCURRENCES**
Shift: **ALL CUSTOM SOFTWARE APPLICATION**
Base Respondent Population: **114**

DEMOGRAPHICS

JOB CATEGORY

	FREQ	PCT
A. Management / Executive	23	20.2%
B. Professional / Administrative	38	33.3%
C. Field Staff	46	40.4%
D. IT Staff (Non-ISA, Northrop Grumman contractors)	2	1.8%
E. Other	5	4.4%
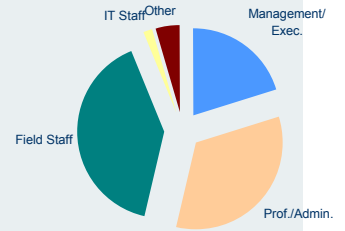
AGENCY / DEPARTMENT

	FREQ	PCT
Total: Indianapolis	114	100.0%
Total: Marion County	0	0.0%
Total: All Others	0	0.0%

OVERALL SATISFACTION LEVEL

	FREQ	PCT
Very satisfied	52	46.4%
Somewhat satisfied	30	26.8%
Neither satisfied nor dissatisfied	16	14.3%
Somewhat dissatisfied	4	3.6%
Very dissatisfied	2	1.8%
Don't Know / Does Not Apply	8	7.1%
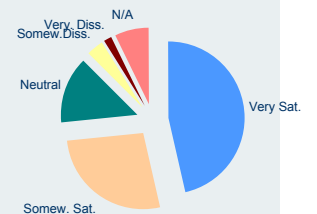
HELP DESK CALLS IN 2005

	FREQ	PCT
1 - 4 times	65	60.2%
5 - 8 times	20	18.5%
9 or more times	16	14.8%
Not at all	7	6.5%
Don't know/Does not apply	0	0.0%
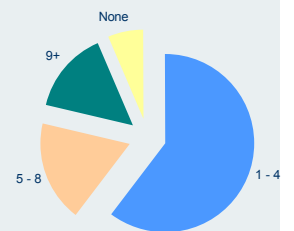
DESKTOP SUPPORT IN 2005

	FREQ	PCT
1 - 4 times	48	44.4%
5 - 8 times	8	7.4%
9 or more times	6	5.6%
Not at all	30	27.8%
Don't know/Does not apply	16	14.8%

Job Category:	ALL JOB CATEGORIES
Agency / Department:	**Marion County Sheriff**
Overall Satisfaction:	ALL SATISFACTION LEVELS
Help Desk Calls:	ALL HELP DESK CALLS
Desktop Support:	ALL DESKTOP SUPPORT OCCURRENCES
Shift:	ALL CUSTOM SOFTWARE APPLICATION
Base Respondent Population:	**91**
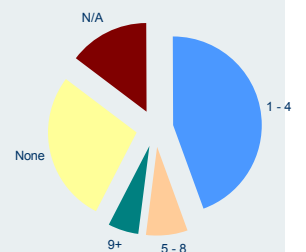
DEMOGRAPHICS

JOB CATEGORY

	FREQ	PCT
A. Management / Executive	18	19.8%
B. Professional / Administrative	37	40.7%
C. Field Staff	30	33.0%
D. IT Staff (Non-ISA, Northrop Grumman contractors)	3	3.3%
E. Other	3	3.3%
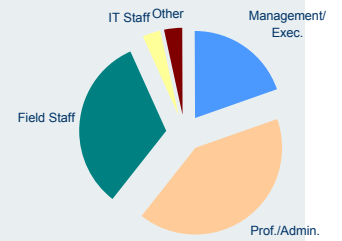
AGENCY / DEPARTMENT

	FREQ	PCT
Total: Indianapolis	0	0.0%
Total: Marion County	91	100.0%
Total: All Others	0	0.0%
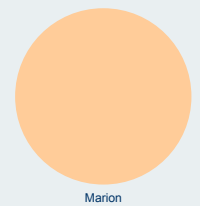
OVERALL SATISFACTION LEVEL

	FREQ	PCT
Very satisfied	42	46.2%
Somewhat satisfied	25	27.5%
Neither satisfied nor dissatisfied	11	12.1%
Somewhat dissatisfied	1	1.1%
Very dissatisfied	0	0.0%
Don't Know / Does Not Apply	12	13.2%
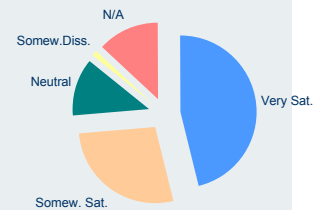
HELP DESK CALLS IN 2005

	FREQ	PCT
1 - 4 times	39	45.3%
5 - 8 times	25	29.1%
9 or more times	15	17.4%
Not at all	4	4.7%
Don't know/Does not apply	3	3.5%
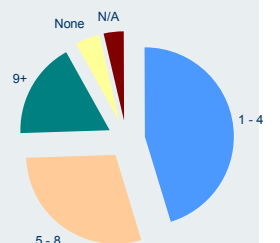
DESKTOP SUPPORT IN 2005

	FREQ	PCT
1 - 4 times	33	38.4%
5 - 8 times	9	10.5%
9 or more times	6	7.0%
Not at all	16	18.6%
Don't know/Does not apply	22	25.6%

Job Category:	ALL JOB CATEGORIES
Agency / Department:	**Marion Superior Courts**
Overall Satisfaction:	ALL SATISFACTION LEVELS
Help Desk Calls:	ALL HELP DESK CALLS
Desktop Support:	ALL DESKTOP SUPPORT OCCURRENCES
Shift:	ALL CUSTOM SOFTWARE APPLICATION
Base Respondent Population:	**84**
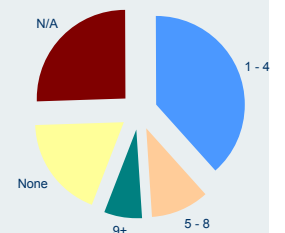
DEMOGRAPHICS

JOB CATEGORY

	FREQ	PCT
A. Management / Executive	21	25.0%
B. Professional / Administrative	43	51.2%
C. Field Staff	20	23.8%
D. IT Staff (Non-ISA, Northrop Grumman contractors)	0	0.0%
E. Other	0	0.0%
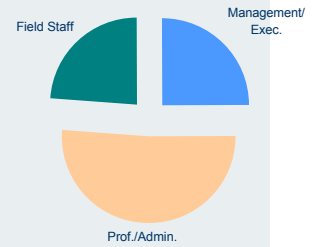
AGENCY / DEPARTMENT

	FREQ	PCT
Total: Indianapolis	0	0.0%
Total: Marion County	84	100.0%
Total: All Others	0	0.0%
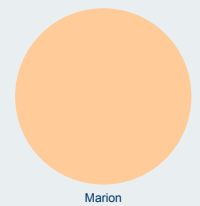
OVERALL SATISFACTION LEVEL

	FREQ	PCT
Very satisfied	37	44.0%
Somewhat satisfied	21	25.0%
Neither satisfied nor dissatisfied	13	15.5%
Somewhat dissatisfied	5	6.0%
Very dissatisfied	1	1.2%
Don't Know / Does Not Apply	7	8.3%
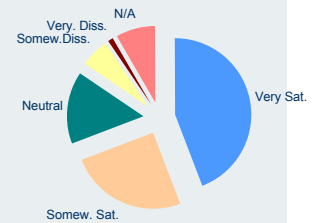
HELP DESK CALLS IN 2005

	FREQ	PCT
1 - 4 times	34	43.0%
5 - 8 times	30	38.0%
9 or more times	7	8.9%
Not at all	5	6.3%
Don't know/Does not apply	3	3.8%
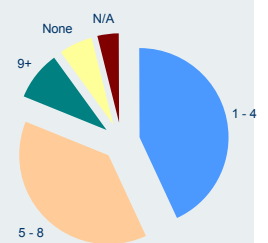
DESKTOP SUPPORT IN 2005

	FREQ	PCT
1 - 4 times	27	34.2%
5 - 8 times	11	13.9%
9 or more times	3	3.8%
Not at all	24	30.4%
Don't know/Does not apply	14	17.7%
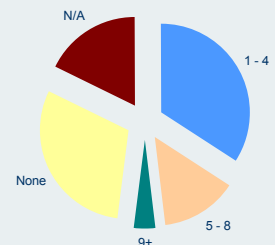
ENHANCED ACCESS REVIEW COMMITTEE / IT BOARD

CIVICNET DIRECTOR'S REPORT
January 2006

C O N T E N T S

CIVICNET HIGHLIGHTS

Reminder: Financial data is reported on a one-month delay. This means that financials for January 2006 will be detailed in the report distributed in March 2006.

With a brisk start to the new year, CivicNet's usage statistics topped January 2005 totals by more than 18 percent – which translates into 5,000 more online transactions than last January.

CivicNet made extensive changes to the Animal Care and Control Division Online Donation service, which are scheduled to be deployed in late January. Improvements to the site included more descriptive language concerning how donated funds are directed, the addition of a new logo on the page which identifies the Friends of Animal Care and Control, a not-for-profit organization that supports ACCD (and is the legal recipient of online donations). Other changes included updating error messages for users and modifying the donation confirmation page and email receipt.

The CivicNet marketing team also delivered a camera-ready full-page ad layout promoting Animal Care and Control that will be featured in Indianapolis Pet Quarterly magazine. The ad highlights the Canine Crimestoppers Campaign and directs readers to the ACCD website. Pet lovers are also encouraged to make donations, which are used to support the mission of Animal Care and Control.

CivicNet made several enhancements for the Division of Compliance that deployed during the month of January. The first change involved upgrading the completion card application to include the final date. The second change set the expiration date 180 days from the inspection date for online inspection requests.

The Division of Compliance and CivicNet also began working on a change request that will affect all permit applications. The change involves the license validation of license holders who enter the permit application to be checked against license status within the Web Licensing system. Currently, licenses are not validated against the Web Licensing database, which could enable unlicensed or expired license holders to erroneously apply online for permits.

January at a Glance

Transactions **35,700**

Subscribers **2,817**

Statutory Funds Collected **$354,114**

Project Highlights

ACCD Donation Page Changes ....
....*Deployed*

Permitting Compliance Card Change.....
....*Deployed*

Permitting Expiration Date Change ....
....*Deployed*

Validation Change.............*Development*

Marketing Highlights

ACCD Magazine Ad ....*Submitted*

Market Research, Inmate Banking ....
....*Development*

ACTIVE PROJECTS 2006

Project	Agency	Notes	Status	Date
JJISS Expansion – Franklin Township Schools	Juvenile Justice	Expand Juvenile Justice Information Sharing System to Franklin Township.	Testing	1/31/06
Application date change- completion card	Division of Compliance	Upgrade the completion card to include final date.	Deployed	1/31/06
Application date change- inspection date	Division of Compliance	Change date to be set from 180 days from date inspection requested.	Deployed	1/31/06
Online Commissary Deposits	MCSD	Provide online service for deposit into inmate's account.	Development	1/31/06
Online donation page- validation and error message changes	Animal Care & Control	Allow validation and error messages to state problem for user.	Deployed	1/31/06
Online donation page- revamp donation page	Animal Care & Control	Revamp donation page to include information about fund distrubtion and tax deductible information.	Deployed	1/31/06
Web Licensing Upgrade	Divison of Compliance	Upgrade to all seven online permitting types to validate users with the Division of Compliance Web Licensing database.	Development	1/31/06
Online Waiver Form	Custodial Agencies	Create online questionairre to determine if agency/organization qualifies for online waiver.	Planning	1/31/06
Incident Reports Web Service	IPD	Connect to IPD through Web service for incident reports, replacing server upload.	Testing	1/31/06
Permit Expiration Notification	Division of Compliance	Email permit holders when permit is due to expire- 15 days and 30 days out.	Planning	1/31/06
ITM Bid Package Download	Purchasing	Allow for free download of ITM bid packages.	Planning	1/31/06
Validation of Web License	Division of Compliance	Upgrade the permit applications to validate on the users license number and status in the Web Licensing DB.	Development	1/31/06
Accident Reports	MCSD	Look for images before providing search results.	Planning	1/31/06
Bid Package Download	Purchasing	Change the screen scraper application to accept new prefixes associated with 2006.	Deployed	1/31/06

Project	Agency	Notes	Status	Date
Right of Way Pemits-Add Utility Agent	Division of Compliance	Comply with validation trigger and add utility option as choice instead of just agent.	Planning	1/31/06
Donation Page Update	Animal Care & Control	Change the notification of reports from existing email addresses. Change validation messages. Update the page to include new donation choices.	Deployed	1/31/06
Craft License Change	Division of Compliance	Change expiration dates and on-hold dates.	Deployed	1/31/06
Completion Card Update	Division of Compliance	Upgrade the completion card application to include final date.	Deployed	1/31/06
Application Change	Division of Compliance	Make date set to be 180 days from date of inspection.	Deployed	1/31/06
Include Sewer Links	Division of Compliance	Insert links to page on DPW's site to explain new sewer connection fees.	Deployed	1/31/06
Property Owner Permit	Division of Compliance	Populate structural people case email field with email address from the Property Owner statement of intent.	Deployed	1/31/06
Right of Way Permits-First/Last Name	Division of Compliance	Change the csp_last_name and csp_first_name to populate Tidemark.	Deployed	1/31/06
Structural Permits-Number of Units	Division of Compliance	Re-design the structural application on Step Four to autopopulate the "number of units"	Deployed	1/31/06

PENDING/ON-HOLD PROJECTS

| PROJECT	AGENCY	NOTES	STATUS	DATE
Property Tax Payments	Treasurer's Office	Online property tax payments.	On Hold	12/30/05
Oversize/Overweight Permits	Division of Compliance	Provide online request and approval for permit.	TBD	12/30/05
Recorded Document Look up/Retrieval	Recorder's Office	Service Request Approved 3/13/03. Agency agreements pending.	On Hold	12/30/05
Online Child Support Payments	Clerk's Office	Provide 24 hour service for online payments via credit card.	On Hold	12/30/05
Tax Sale	Auditor's Office	Provide tax sale property information for sold properties by parcel number.	TBD	12/30/05
General Contractor Completion Card	Division of Compliance	Allow submission completion cards online for permits received in-office.	TBD	12/30/05
Pay ACCD fines online	Animal Care & Control	Develop online payment portal allowing citizens to pay ACCD fines online.	TBD	12/30/05

CIVICNET FINANCIALS – DECEMBER 2005*

	Dec 2004	Dec 2005	YTD 2005
Revenues	$93,536	$105,198	$1,368,053
Cost of Revenues	$15,933	$14,392	$164,132
Adjusted Gross Revenue	**$77,603**	**$90,806**	**$1,203,921**
Operating Expenses	$32,168	$43,106	$433,686
Net Income/Loss – Before Taxes	$45,435	$47,700	$770,235
Income Tax (Fed.,State,Deferred)	$17,449	$19,190	$320,776
Net Income/Loss	$27,986	$28,510	$449,459
Enhanced Access Revenue Share	**$1,552**	**$1,816**	**$24,078**

PLEASE NOTE:
Financial data is not available as early in the month as other stats, and is reported on a one-month delay. December 2005 financials are included in this report; financials for January 2006 will be reported in March 2006.

CIVICNET ADJUSTED GROSS REVENUE HISTORY

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2005	**80617**	**91446**	**105752**	**102619**	**104815**	**105570**	**91673**	**109545**	**105049**	**110056**	**105973**	**90806**
prior month % change	**3.9%**	**13.4%**	**15.6%**	**-3.0%**	**2.1%**	**0.7%**	**- 13.2%**	**19.5%**	**-4.1%**	**4.8%**	**-3.7%**	**- 14.3%**
prior year % change (2004)	**30%**	**51.6%**	**23.8%**	**17.5%**	**22.5%**	**20.8%**	**16.5%**	**29.1%**	**16.4%**	**17.5%**	**18.3%**	**17.0%**
2004	61779	60322	85436	87365	85564	87422	78678	84832	90264	93625	89564	77603
prior year % change (2003)	40%	28%	60%	63%	54%	39%	20%	40%	48%	41%	65%	38%
2003	44161	47125	53343	53698	55494	62754	65480	60696	60846	66538	54416	56071

CivicNet Adjusted Gross Revenue
(Gross Revenue Less Cost of Revenue)
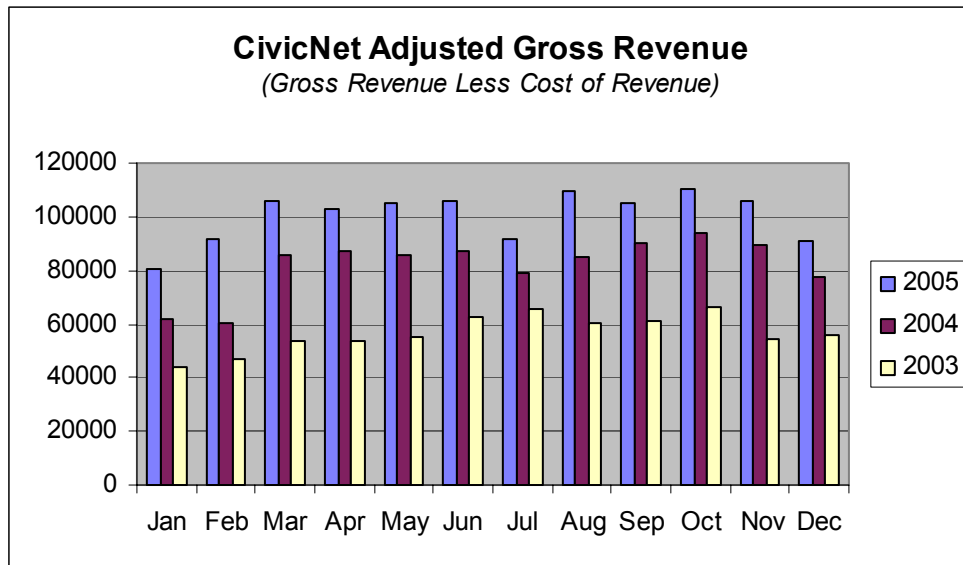
2006 TRANSACTIONS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2006	**35700**											
prior month % change	**17.6%**											
prior year % change (2005)	**18.3%**											
2005	30175	30653	37259	35160	36057	36871	31550	38246	35001	36460	34499	30346
prior year % change (2004)	40%	42%	19%	9%	16%	16%	3%	17%	8%	14%	12%	11%
2004	21486	21660	31264	32215	31009	31785	30609	32637	32477	31860	30778	27408

CivicNet Transactions
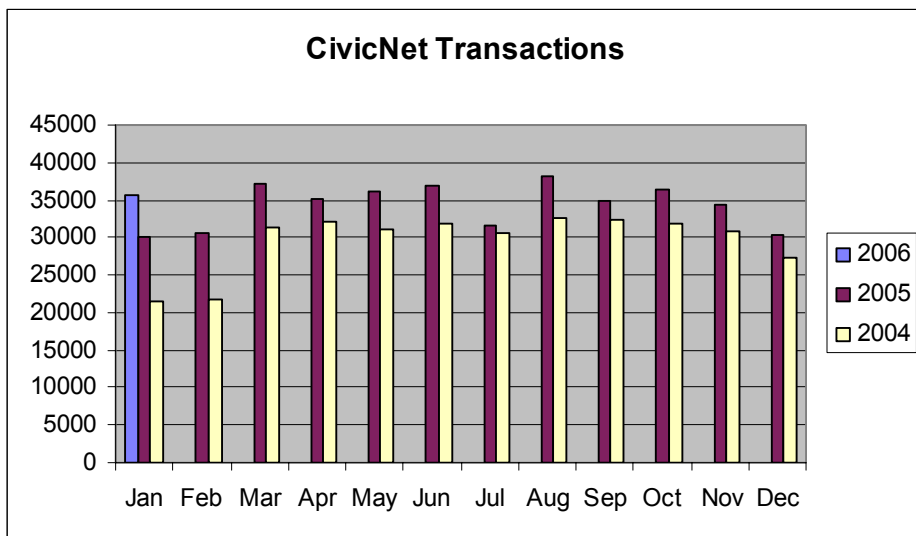
CIVICNET TRANSACTION HISTORY

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
January		3,880	6,239	12,613	17,543	14,718	15,987	21,486	30,175	35,700
February		3,608	7,507	12,819	15,835	14,165	14,816	21,660	30,653	
March		3,154	9,523	14,964	18,233	15,038	19,295	31,264	37,259	
April		5,502	10,009	13,543	17,089	17,597	19,467	32,215	35,160	
May		5,503	9,918	15,481	18,057	17,819	19,756	31,009	36,057	
June		6,125	10,482	15,803	15,191	17,474	22,950	31,785	36,871	
July		7,529	11,277	17,306	15,544	18,890	23,251	30,609	31,550	
August		6,875	12,264	19,269	19,114	20,407	21,585	32,637	38,246	
September		6,412	13,676	17,116	14,513	18,801	22,554	32,477	35,001	
October		7,539	13,628	17,437	18,627	22,387	24,294	31,860	36,460	
November		7,437	15,109	18,021	18,974	18,247	21,052	30,778	34,499	
December	4,813	6,375	12,656	13,776	12,248	15,056	20,803	27,408	30,346	
Totals	4,813	69,939	132,288	188,148	200,968	210,599	245,810	355,188	412,277	35,700
Growth/prev. year		1353.1%	89.1%	42.2%	6.8%	4.8%	16.7%	44.5%	16.1%	

2006 TRANSACTIONS ~ ACTIVITY DETAIL

2006 ACTIVITY	Fee	January-06			Year-To-Date		
		Trans	Ci/Co Rev	CN Rev	Trans	Ci/Co Rev	CN Rev
Criminal Court Services							
Name Search Sub	$2.00	9926	$0.00	$19,852.00	9926	$0.00	$19,852.00
Name Search CC	$3.06	992	$0.00	$3,035.52	992	$0.00	$3,035.52
Case Summary Sub	$5.00	2588	$0.00	$12,940.00	2588	$0.00	$12,940.00
Case Summary CC	$6.12	164	$0.00	$1,003.68	164	$0.00	$1,003.68
Party Booking Sub	$5.00	138	$0.00	$690.00	138	$0.00	$690.00
Party Booking CC	$6.12	39	$0.00	$238.68	39	$0.00	$238.68
Total		13847	$0.00	$37,759.88	13847	$0.00	$37,759.88
Civil Court Services							
Case Summary Sub	$5.00	4589	$0.00	$22,945.00	4589	$0.00	$22,945.00
Case Summary CC	$6.12	388	$0.00	$2,374.56	388	$0.00	$2,374.56
Judgments Sub	$3.00	820	$0.00	$2,460.00	820	$0.00	$2,460.00
Judgments CC	$4.08	52	$0.00	$212.16	52	$0.00	$212.16
Summons	$1.00	2300	$0.00	$2,300.00	2300	$0.00	$2,300.00
Tax Warrant	$1.00	1320	$0.00	$1,320.00	1320	$0.00	$1,320.00
Tax Satisfaction	$1.00	622	$0.00	$622.00	622	$0.00	$622.00
Traffic Tickets	varies	671	$90,775.25	$2,499.94	671	$90,775.25	$2,499.94
Clerk's Office OTC System CC	varies	287	$58,261.25	$1,457.96	287	$58,261.25	$1,457.96
Total		11049	$149,036.50	$36,191.62	11049	$149,036.50	$36,191.62
Permit Services							
ROW	varies	415	$28,800.60	$1,600.00	415	$28,800.60	$1,600.00
Electrical	varies	165	$7,617.51	$660.00	165	$7,617.51	$660.00
Heating & Cooling	varies	221	$6,912.63	$880.00	221	$6,912.63	$880.00
Plumbing	varies	140	$12,331.12	560\	140	$12,331.12	#VALUE!
Sewer	varies	107	$8,378.00	$428.00	107	$8,378.00	$428.00
Electrical self-c tags	varies	14	$1,652.00	$42.00	14	$1,652.00	$42.00
Structural	varies	0	$0.00	$0.00	0	$43.81	$0.00
Master	varies	37	$12,751.81	$407.00	37	$12,751.81	$407.00
Div. of Compliance OTC System CC	varies	216	$43,799.99	$1,096.31	216	$43,799.99	$1,096.31
General Contractor License Renewal	varies	0	$0.00	$0.00	0	$0.00	$0.00
Craft License Renewal	varies	17	$6,800.00	$222.70	17	$6,800.00	$222.70
Property Owner Permit Filing	varies	2	$0.00	$10.20	2	$0.00	$10.20
Property Owner Permit Issue	varies	1	$30.00	$0.60	1	$30.00	$0.60
Total		1335	$129,073.66	$5,346.81	1335	$129,073.66	$5,346.81

Note: Shaded Ci/Co Revenue line items are not accounted as gross revenue by Civicnet

(Continued on next page)

2006 ACTIVITY	Fee	January-06			Year-To-Date		
		Trans	Ci/Co Rev	CN Rev	Trans	Ci/Co Rev	CN Rev
Property Information							
Property Records	$3.00	3792	$0.00	$11,376.00	3792	$0.00	$11,376.00
Prop Records CC	$4.08	594	$0.00	$2,423.52	594	$0.00	$2,423.52
Prop Owner History	$1.00	809	$0.00	$809.00	809	$0.00	$809.00
Prop Owner Hx CC	$2.04	132	$0.00	$269.28	132	$0.00	$269.28
Parcel History	$1.00	168	$0.00	$168.00	168	$0.00	$168.00
Parcel Hx CC	$2.04	36	$0.00	$73.44	36	$0.00	$73.44
MCSD Sale - Big	$13.00	10	$100.00	$30.00	10	$100.00	$30.00
MCSD Sale - Small	$3.00	7	$14.00	$7.00	7	$14.00	$7.00
MCSD Sale - Big CC	$14.28	83	$830.00	$338.64	83	$830.00	$338.64
MCSD Sale - Small CC	$4.08	32	$64.00	$66.56	32	$64.00	$66.56
MCSD Property Sold List	$12.00	3	$30.00	$6.00	3	$30.00	$6.00
MCSD Property Sold List CC	$13.26	7	$70.00	$22.82	7	$70.00	$22.82
Total		**5673**	**$1,108.00**	**$15,590.26**	**5673**	**$1,108.00**	**$15,590.26**
Police/Sheriff Reports							
Limited Criminal History Report	$15.00	165	$1,650.00	$825.00	165	$1,650.00	$825.00
Incident-IPD	$6.00	295	$1,475.00	$295.00	295	$1,475.00	$295.00
Incident-IPD CC	$7.14	91	$455.00	$194.74	91	$0.00	$194.74
Incident-MCSD	$6.00	232	$1,160.00	$232.00	232	$1,160.00	$232.00
Incident-MCSD CC	$7.14	86	$430.00	$184.04	86	$0.00	$184.04
IPD OTC System CC	varies	228	$17,630.00	$585.16	228	$17,630.00	$585.16
Accident - Sub	$6.00	1556	$7,780.00	$1,556.00	1556	$7,780.00	$1,556.00
Accident - IPD CC	$7.14	139	$695.00	$297.46	139	$695.00	$297.46
Accident -MCSD CC	$7.14	185	$925.00	$395.90	185	$925.00	$395.90
Total		**2977**	**$32,200.00**	**$4,565.30**	**2977**	**$32,200.00**	**$4,565.30**
Miscellaneous Services							
Corp Counsel Parking Tickets	varies	557	$16,005.00	$888.24	557	$16,005.00	$888.24
Corp Counsel OTC System CC	varies	34	$4,907.41	$132.83	0	$4,907.41	$132.83
ACCD Online Donations	varies	1	$48.02	$1.98	1	$48.02	$1.98
ACCD OTC System CC	varies	129	$6,857.00	$268.72	129	$6,857.00	$268.72
Wayne Twp OTC System CC	varies	20	$6,432.94	$149.06	20	$6,432.94	$149.06
Wayne Twp EMS Training Registration	varies	72	$6,374.07	$200.93	72	$6,374.07	$200.93
DMD OTC System CC	varies	6	$2,071.80	$47.56	0	$0.00	$0.00
Total		**819**	**$42,696.24**	**$1,689.32**	**819**	**$42,696.24**	**$1,689.32**
Subscription Revenue							
New/Renewal	varies		$0.00	$0.00		$0.00	**$0.00**
Grand Totals		**35700**	**$354,114.40**	**$101,143.19**	**35700**	**$354,114.40**	**$101,143.19**

Note: Shaded Ci/Co Revenue line items are not accounted as gross revenue by Civicnet

2006 SUBSCRIPTION TOTALS/HISTORY

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2006	**2817**											
prior month % change	**1.5%**											
prior year % change (2005)	**12.3%**											
2005	2509	2535	2565	2585	2615	2670	2672	2724	2725	2751	2759	2775
prior year % change (2004)	15%	5.4%	5.4%	2.7%	4.1%	3.7%	2.8%	3.6%	2.3%	2.5%	3.6%	1.8%
2004	2191	2232	2294	2335	2344	2342	2382	2411	2433	2447	2469	2505

CivicNet Subscriptions
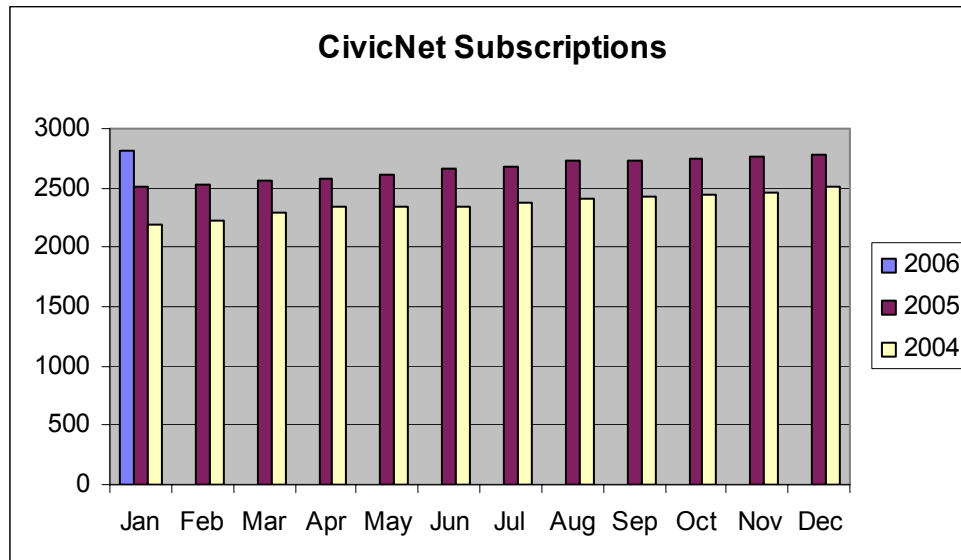
IN CLOSING

Please don't hesitate to contact me regarding the Director's Report. Comments and questions are always welcome!

Respectfully submitted,

Laura Lindenbusch
Director
233-2381
laura@civicnet.net

GIS Software Maintenance Renewal

2006 Cost is $102,276.18

Pie chart:
- 28% — IndyGIS Team
- 51% — GIS Users
- 21% — Enterprise Systems
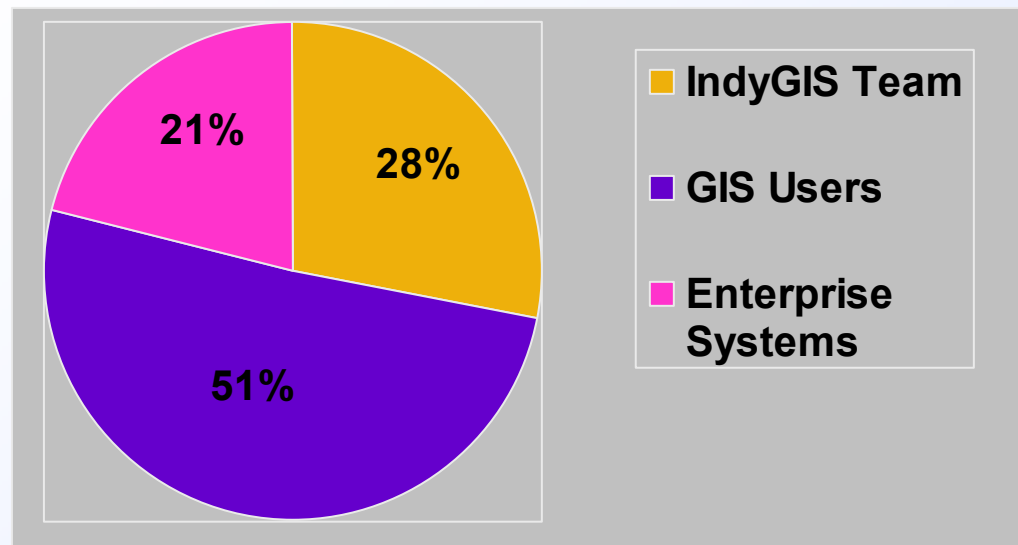
Reduction from 2002 cost of $215,000

Software Usage Examples

GIS Team – 28%
- Data Maintenance & Creation
- Systems Administration
- Applications Development & Testing
- Analysis Projects

Enterprise Systems – 21%
- Data Warehouse
- Internet Applications
- Integrations With CRM, Tidemark Permits, Hansen IMS, Etc.
- Spatial Web-Services

GIS Users – 51%
- Data Layer Maintenance & Creation
  - Zoning, Parks Features, Solid Waste Routes, CrimeView, IndyGo Routes
- Field Personnel, DPW, DMD, DPR
- Land Use Planning
- Demographic, Economic, and Traffic Analysis

ESRI Inc
380 New York Street
REDLANDS CA 92373

SUBJECT: MAINTENANCE QUOTE

DATE:	01/05/2006
TO:	CHUCK CARUFEL
ORGANIZATION:	CITY OF INDIANAPOLIS
	INFORMATION SERVICES AGENCY
FAX #:	317-327-4954 **PHONE #:** 317-327-4957
FROM:	Avidahn Buckner
FAX #:	909-307-3083 **PHONE #:** 888-377-4575 Ext. 2596
EMAIL:	abuckner@esri.com

Number of pages transmitted
(including this cover sheet):   8   QUOTATION #25184013

REVISED

Please find the attached quotation for your forthcoming software maintenance term. As you know, keeping your maintenance current entitles you to exclusive benefits that may include technical support, software upgrades, and User Conference registrations. If you choose to discontinue your maintenance, you will become ineligible for maintenance benefits and services. All maintenance fees from the date of discontinuation will be due and payable if you decide to reactivate your coverage at a later date.

This quote has been prepared using new ArcGIS 9.1 licensing guidelines. At 9.1, ArcInfo will include the functionality and data from ArcScan, ArcPress, Maplex, and StreetMap; ArcEditor will include the functionality and data from ArcScan, ArcPress, and Streetmap; ArcView will include the functionality and data from ArcPress and Streetmap; ArcGIS Engine will include the functionality and data from StreetMap; and ArcGIS Server will include the functionality and data from StreetMap. Due to these changes, these extensions are no longer itemized in maintenance quotes because coverage will be included with the maintenance fee for the core product.

Customers who have multiple copies of some ESRI products may have the option of supporting some of their licenses with secondary maintenance. Secondary maintenance entitles users to software upgrades and technical support through a primary license. Users must support at least one primary license for every ten copies of each version of a product (e.g., ArcView 3.x licensing is regarded as separate from ArcView 9.x). Please contact Customer Service to find out more about the availability of secondary maintenance.

If you are using ESRI products that are at previous versions, or if you have

software that is not currently covered by one of our programs, please contact us for information about the different options that are available to you.

Do you need training? You can get affordable ESRI software training for your entire organization with a subscription to ESRI Virtual Campus. To find out how, visit the campus: http://campus.esri.com/campus/catalog/subscriptions

If you have any questions or need additional information, please contact Customer Service at 888-377-4575.

380 New York Street
REDLANDS, CA 92373
Phone: 888-377-45752596
Fax #: 909-307-3083

Quotation

Date: 12/07/2005   **Quotation Number:** 25184013

CITY OF INDIANAPOLIS
INFORMATION SERVICES AGENCY
200 E WASHINGTON RM 2460
INDIANAPOLIS IN 46204
Attn: CHUCK CARUFEL

Customer Number: 6965

Send Purchase Orders To:
   ESRI, Inc.
   380 New York Street
   Redlands, CA 92373-8100
   Attn: Avidahn Buckner
Please include the following
remittance address on your
Purchase Order:
   ESRI Inc.
   File #54630
   Los Angeles, CA 90074-4630

Item	Qty	Product#	Description	Unit Price	Extended Price
			IF YOU HAVE ANY QUESTIONS REGARDING YOUR MAINTENANCE QUOTATION, PLEASE CONTACT CUSTOMER SERVICE AT 888-377-4575		
10	2	52384	MAINT,PRIM,AI,FL ArcInfo Floating Primary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006	3,000.00	6,000.00
20	17	52385	MAINT,SCNDRY,AI,FL ArcInfo Floating Secondary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006	1,200.00	20,400.00
30	2	52390	MAINT,PRIM,NET,FL Network Floating Primary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006	500.00	1,000.00
40	15	52391	MAINT,SCNDRY,NET,FL Network Floating Secondary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006	200.00	3,000.00

Issued By: Avidahn Buckner   **Ext:** 2596

[BUCKNERA]

To expedite your order, please reference your customer number and this quotation number on your purchase order.

ESRI

380 New York Street
REDLANDS, CA 92373
Phone: 888-377-45752596
Fax #: 909-307-3083

Date: 12/07/2005   Quotation Number: 25184013

Item	Qty	Product#	Description	Unit Price	Extended Price
50	2	52396	MAINT,PRIM,COGO,FL ArcCOGO Floating Primary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006	500.00	1,000.00
60	9	52397	MAINT,SCNDRY,COGO,FL ArcCOGO Floating Secondary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006	200.00	1,800.00
70	1	86497	MAINT,PRIM,AE,CU ArcEditor Concurrent Use Primary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006	1,500.00	1,500.00
80	4	86500	MAINT,SCNDRY,AE,CU ArcEditor Concurrent Use Secondary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006	1,200.00	4,800.00
90	2	87192	MAINT,PRIM,AV,SU ArcView Single Use Primary Maintenance Start Date: 04/05/2006 End Date: 12/31/2006 Hardware Platform: GENERIC DESKTOP	296.99	593.98
100	4	87192	MAINT,PRIM,AV,SU ArcView Single Use Primary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006 Hardware Platform: GENERIC DESKTOP	400.00	1,600.00
110	27	87193	MAINT,SCNDRY,AV,SU	300.00	8,100.00

Issued By: Avidahn Buckner   **Ext:** 2596   [BUCKNERA]

To expedite your order, please reference your customer number and this quotation number on your purchase order.

ESRI

380 New York Street
REDLANDS, CA 92373
Phone: 888-377-45752596
Fax #: 909-307-3083

Date: 12/07/2005   **Quotation Number:** 25184013

Item	Qty	Product#	Description	Unit Price	Extended Price
			ArcView Single Use Secondary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006 Hardware Platform: GENERIC DESKTOP		
120	5	87194	MAINT,PRIM,AV,CU ArcView Concurrent Use Primary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006 Hardware Platform: WINDOWS NT-INTEL	700.00	3,500.00
130	43	87195	MAINT,SCNDRY,AV,CU ArcView Concurrent Use Secondary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006 Hardware Platform: WINDOWS NT-INTEL	500.00	21,500.00
140	1	87198	MAINT,PRIM,AG 3D,CU ArcGIS 3D Analyst Concurrent Use Primary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006 Hardware Platform: WINDOWS NT-INTEL	500.00	500.00
150	3	87199	MAINT,SCNDRY,AG 3D,CU ArcGIS 3D Analyst Concurrent Use Secondary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006 Hardware Platform: WINDOWS NT-INTEL	200.00	600.00
160	1	87213	MAINT,DSG,ASDE,SRVR,2CPU ArcSDE Developer Support Group Maintenance for One Server Two CPUs and Five Read and Write Connections Start Date: 01/01/2006 End Date: 12/31/2006	3,000.00	3,000.00
170	2	87232	MAINT,PRIM,AG SA,CU ArcGIS Spatial Analyst Concurrent Use Primary Maintenance Start Date: 01/01/2006	500.00	1,000.00

Issued By: Avidahn Buckner   Ext: 2596   [BUCKNERA]

To expedite your order, please reference your customer number and this quotation number on your purchase order.

380 New York Street
REDLANDS, CA 92373
Phone: 888-377-45752596
Fax #: 909-307-3083

Date: 12/07/2005   **Quotation Number:** 25184013

Item	Qty	Product#	Description	Unit Price	Extended Price
			End Date: 12/31/2006 Hardware Platform: WINDOWS NT-INTEL		
180	3	87233	MAINT,SCNDRY,AG SA,CU ArcGIS Spatial Analyst Concurrent Use Secondary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006 Hardware Platform: WINDOWS NT-INTEL	200.00	600.00
190	11	87233	MAINT,SCNDRY,AG SA,CU ArcGIS Spatial Analyst Concurrent Use Secondary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006 Hardware Platform: WINDOWS NT-INTEL	200.00	2,200.00
200	1	87270	MAINT,PRIM,APAD APP BLDR ArcPad Application Builder 6.0 Primary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006 Hardware Platform: GENERIC DESKTOP	500.00	500.00
210	3	97534	MAINT,AIMS,1SRVR,2CPU ArcIMS One Server Two CPUs Maintenance Start Date: 01/01/2006 End Date: 12/31/2006	2,000.00	6,000.00
220	1	97547	MAINT,AIMS DDE,1SRVR,2CPU ArcIMS Data Delivery Extension One Server Two CPUs Maintenance Start Date: 01/01/2006 End Date: 12/31/2006	1,000.00	1,000.00
230	1	98134	MAINT,PRIM,AG DTA INTRP,CU ArcGIS Data Interoperability Concurrent Use Primary Maintenance Start Date: 12/02/2005 End Date: 12/31/2006 Hardware Platform: WINDOWS NT-INTEL	541.10	541.10

Issued By: Avidahn Buckner   **Ext:** 2596

[BUCKNERA]

To expedite your order, please reference your customer number and this quotation number on your purchase order.

380 New York Street
REDLANDS, CA 92373
Phone: 888-377-45752596
Fax #: 909-307-3083

Date: 12/07/2005   **Quotation Number:** 25184013

Item	Qty	Product#	Description	Unit Price	Extended Price
240	1	98696	MAINT,PRIM,AG PUB,CU ArcGIS Publisher Concurrent Use Primary Maintenance Start Date: 01/01/2006 End Date: 12/31/2006 Hardware Platform: WINDOWS NT-INTEL	500.00	500.00
250	1	98698	MAINT,PRIM,AG MPLX CU ArcGIS Maplex Concurrent Use Primary Maintenance Start Date: 12/02/2005 End Date: 12/31/2006 Hardware Platform: WINDOWS NT-INTEL	541.10	541.10
260	1	97472	MAINT,AG SRVR ArcGIS Server Maintenance Start Date: 01/01/2006 End Date: 12/31/2006 Hardware Platform: WINDOWS NT-INTEL	7,500.00	7,500.00
270	1	87213	MAINT,DSG,ASDE,SRVR,2CPU ArcSDE Developer Support Group Maintenance for One Server Two CPUs and Five Read and Write Connections Start Date: 01/01/2006 End Date: 12/31/2006	3,000.00	3,000.00

Subtotal	102,276.18
Shipping & Handling	0.00
Estimated Tax	0.00
Total	**$ 102,276.18**

Issued By: Avidahn Buckner   **Ext:** 2596   [BUCKNERA]

To expedite your order, please reference your customer number and this quotation number on your purchase order.

380 New York Street
REDLANDS, CA 92373
Phone: 888-377-45752596
Fax #: 909-307-3083

Date: 12/07/2005   **Quotation Number:** 25184013

Item   Qty   Product# Description   Unit Price   Extended Price

BY SIGNING BELOW, YOU ARE INDICATING THAT YOU ARE AUTHORIZED TO OBLIGATE FUNDS FOR YOUR
ORGANIZATION. DO NOT USE THIS FORM FOR ORDER ACTIVATION IF YOUR ORGANIZATION WILL NOT HONOR AND
PAY AN INVOICE THAT HAS BEEN ISSUED AT YOUR DIRECTION WITHOUT ADDITIONAL AUTHORIZING PAPERWORK.

To expedite your order, either attach a copy of this quotation to your purchase order when it is remitted to ESRI, or sign below and
return this quotation to indicate your acceptance. ESRI's address and fax number are provided on the first page of this quotation.

If you have made ANY alterations to the line items included in this quote and have chosen to sign the quote to indicate your
acceptance, you must fax ESRI the signed quote in its entirety in order for the quote to be accepted. You will be contacted by
your Customer Service Representative if additional information is required to complete your request.

If your organization is a US Federal, state, or local government agency; an educational facility; or a company that will not pay an
invoice without having issued a formal purchase order, a signed quotation will not be accepted unless it is accompanied by your
purchase order.

If you choose to discontinue your support, you will become ineligible for support benefits and services. All maintenance fees from
the date of discontinuation will be due and payable if you decide to reactivate your support coverage at a later date.

By signing below, you are authorizing ESRI to issue a software maintenance invoice in the amount of:
$ _102,276,18_ .

_____

Signature of Authorized Representative

_____

Name (Please Print)

_____

Title

Issued By: Avidahn Buckner   **Ext:** 2596

                                                                                    [BUCKNERA]

To expedite your order, please reference your customer number and this quotation number on your purchase order.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates subscribed below.

APPROVED AS TO FORM & LEGALITY:

{ } APPROVED FOR EXECUTION:
{ } APPROVED AS TO AVAILABILITY OF
    FUNDING:

By: _____
Counsel

By: _____
City Controller

Date: _____

Date: _____

Authorized by Board (if required).
ATTEST:

By: _____
Board Secretary

Date: _____

1

RESOLUTION #06-03

INFORMATION TECHNOLOGY BOARD

Resolution to Renew Maintenance Agreement for GIS Software Support

Whereas, continuing support for the Environmental Systems Research Institute (ESRI) GIS and Mapping Software products is critical to the continuity of operations, and

Whereas, the ISA GIS division along with members of DPW, DMD and other agencies and departments use the ESRI suite of software products on a daily basis to perform key aspects of their profession, and

Whereas, ISA would like to enter into a Maintenance Agreement with ESRI, Inc. that would provide for maintenance of all ISA licensed ESRI products, including recent purchases and supply extensive technical support, and frequent software upgrades.

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the Chief Information Officer to execute a one year maintenance agreement with ESRI, Inc. for GIS Software Support in an amount of $102,276.18.

_____
Robert J. Clifford, Chairman
Information Technology Board

_____
Linda M. Enders, Secretary
Information Technology Board

February 28, 2006

RESOLUTION #06-04

INFORMATION TECHNOLOGY BOARD

Resolution to Purchase JUSTIS.net Project Production Phase Equipment

Whereas, in April 2005 the City/County initiated a project to migrate the existing JUSTIS (JUSTice Information System) case management application to a .net computing platform, and

Whereas, at that time several project phases were identified including the deployment of a Test and Development Environment to be followed by the deployment of a Production Environment, and

Whereas, at the inception of the JUSTIS.net Project funds for the purchase of needed equipment and software licenses was identified, and

Whereas, JUSTIS.net Project has progressed according to the original schedule and has met the expectations of the project stakeholders, and

Whereas, for the project to continue to its next phase the purchase of additional budgeted equipment, identified in the original project definition, is required.

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the Chief Information Officer to authorize the purchase of equipment needed to establish the Production Environment for the JUSTIS.net project.

_____
Robert J. Clifford, Chairman
Information Technology Board

_____
Linda M. Enders, Secretary
Information Technology Board

February 28, 2006

Premis Consulting Group

City of Indianapolis-Marion County

Statement of Work

- ✓ DPW AVL Selection
- ✓ IPD/MCSD Agency Consolidation
- ✓ IT Board & ISA Organization Assistance

* Version 1.0 *

Premis Consulting Group

Prepared for:
Shital Patel: Acting CIO – ISA

Prepared by:
Joel Buege: Principal
Beth Malloy: Principal

Table of Contents

People
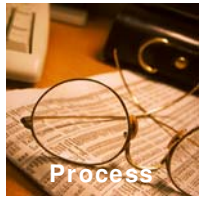
Process
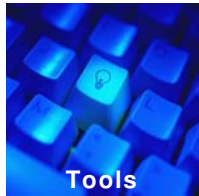
Tools

Governance

1 Project Overview

1.1 Current Situation

The City of Indianapolis-Marion County (hereinafter referred to as the **"City/County"**) has requested IT management consulting services and project management assistance from PREMIS Consulting Group (hereinafter referred to as the **"PREMIS"**) for the following three projects:

- ✔ AVL (Automated Vehicle Locator) Needs Assessment and Selection
- ✔ IPD/MCSD IT Assessment & Consolidation Project Management Assistance
- ✔ IT Board and ISA Management Consulting Assistance

PREMIS is pleased to have this opportunity to respond to and work with the City/County on these three (3) exciting initiatives.

1.2 Document Format

Working with the City/County in a team-based, collaborative format, this statement of work (SOW) provides the project details, scope, process and professional fees PREMIS proposes to successfully execute and complete the above mentioned projects.

The project(s) detail in this SOW will be arranged as follows:

- ✔ Chapter 2: AVL Needs Assessment and Selection Project
- ✔ Chapter 3: IPD/MCSD IT Assessment & Consolidation Project Management Assistance
- ✔ Chapter 4: IT Board and ISA Management Consulting Assistance

A description of each scope of work follows.

2 AVL Needs Assessment & Selection Project

2.1 Project Objectives / Scope

PREMIS understands the project objectives to encompass the following:

1. Document current workflow, routing, and assets to be managed
   - ❖ Document current workflow for various Department of Public Works services including snow removal and sanitation services
   - ❖ Document of routing processes and procedures
   - ❖ Document of current fleet assets to be managed

2. Develop requirements for fleet management/AVL systems
   - ❖ Identify financial and non-financial benefits of AVL technology at the city of Indianapolis
   - ❖ Development of business requirements for applications and workflow for any fleet management/AVL systems

3. Identify best-in-class technology
   - ❖ Identify best practice processes across the country, both public and private, and assess suitability for the city of Indianapolis
   - ❖ Identify best-in-class technology options

4. Develop an RFP document (including a pilot program within) and selection criteria
   - ❖ Assist in evaluating vendor presentations and demonstrations and participate in the selection of a pilot(s)
   - ❖ Develop and document success criteria for the pilots and document outcomes based on interviews with participants
   - ❖ Provide pilot oversight
   - ❖ Revise the requirements to reflect lessons learned from the pilots

5. Provide RFP evaluation assistance to select a final vendor.

2-1-1 Outside of Scope:

- ✓ Public safety vehicles are currently out of scope. The initial feasibility will be done on 174 vehicles, but it is anticipated that an additional 300 vehicles could be considered as a secondary objective.
- ✓ Non-fixed or ad hoc routes will be studied for high level requirements for how these would integrate into a future implementation. Defining current work flow of ad hoc routes is beyond the scope, but is offered as part of optional services.

2.2 Approach

Our approach will follow the following steps, which are described in more detail in this chapter:
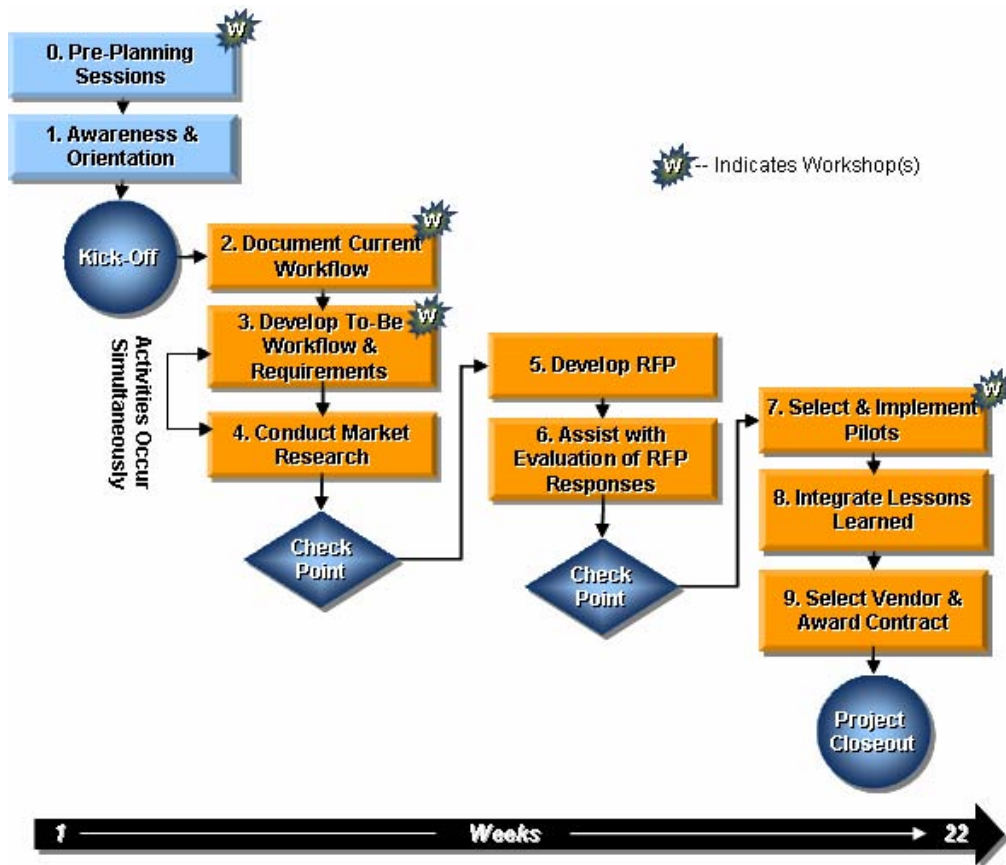
2.3 Documentation of Current Workflow

The activities to be performed by PREMIS include the following:

2-3-1 Definition & Documentation of Current Workflow, Routing & Assets

The PREMIS team will review any existing documentation for the Department of Public Works' snow removal and sanitation operations.

PREMIS will meet with Department of Public Works (DPW) to define the current workflow for the snow and sanitation fleets. We will work with management to outline the current workflow for both the snow and sanitation operations and the decision making process involved with route development and creation. During this process, we will discuss the current areas of issue or concern that affect the daily operations of the snow and sanitation fleet. After meeting with management, we will meet with staff who would use the system on a daily basis. We will review the workflow with them to refine the workflow and business processes in the fleet operations.

In conjunction with these DPW meetings, PREMIS will meet with ISA staff to gather information about the current technology infrastructure and GIS environment. We will gather information on current software and hardware requirements for any system. We will review GIS staff

requirements/needs for the development of the DPW routes for Snow and Sanitation and discuss what process or technological improvements could be made to improve the routing process both up and down stream. As required, we will meet with additional departments that may be touched during the operations of snow removal or sanitation. Non-fixed routes will be studied for integration into a future process.

PREMIS Activities during this Phase:
- ❖ Review existing documentation on workflow and processes
- ❖ Conduct workshops / interviews with DPW management to document current workflow for operations and routing procedures
- ❖ Conduct workshops/interviews with DPW operational staff to review current workflow for operations and routing procedures
- ❖ Meet with ISA staff to understand the current technology and GIS environment
- ❖ Meet with ISA GIS staff to review the current processes for route creation/editing/display within the GIS environment

PREMIS Outcomes & Deliverables
- ❖ Documentation of current workflow and routing processes and procedures
- ❖ Identification of issues with current processes
- ❖ Documentation of current costs

2.4 Development of Future Processes and Business Requirements

The activities to be performed by PREMIS during this phase include the following:

2-4-1 Development of Requirements for Fleet Management/ AVL System

After the documentation of the current workflow and issues, PREMIS will meet again with management and staff to define the requirements desired in a fleet management, AVL system. These sessions will focus on improving the current workflow and processes by the introduction of fleet management and AVL, routing, and GIS technologies. PREMIS staff will meet with the operational staff, review the current workflow and identify their requirements for using technology to improve the workflow and processes.

Once both management and staff requirements have been gathered, PREMIS staff will walk through the workflow with management to identify the best places for improvement, prioritize which requirements are mandatory, which could be implemented in the medium term, and which are desirable but are long term improvements. Understanding the relative prioritization of the requirements will help to develop a phasing of technology to meet all the operational and management requirements over time.

PREMIS staff will work with ISA to confirm any technology standards and requirements that also will be needed for system implementation. We will discuss the requirements of DPW and review any technology or infrastructure issues or concerns that would impact system development and implementation. We will work with ISA as well to determine what additional technical resources (software, hardware, etc.) that would be needed to meet the DPW requirements and document those ISA needs.

PREMIS Activities:
- ❖ Conduct workshop to gather DPW management requirements and reporting needs

- ❖ Conduct workshop to gather DPW operational staff requirements and reporting needs
- ❖ Meet with ISA staff to determine technology requirements and needs based on preliminary requirements
- ❖ Meet with DPW management to review requirements and prioritization of desired functions/requirements

PREMIS Outcomes & Deliverables:

- ❖ Documentation of to-be workflow and routing processes and policies
- ❖ Documentation of requirements for use of AVL in terms of required and desired function
- ❖ Identification of value of deploying AVL and case for going forward at the city of Indianapolis, both financial and non-financial

2.5 Best-in-Class Technology Solutions

The activities to be performed by PREMIS during this phase include the following:

2-5-1 Documentation of Best-in-Class Technology Solutions

During requirements development, PREMIS will research and identify the best-in-class technology solutions used in various public and private fleet management/AVL implementations. We will look at organizations who have implemented fleet management/AVL solutions within their organizations for both snow and sanitation services. We will look at private organizations (Waste Management, Fed Ex, etc) that have Fleet management technologies in use for tracking and routing vehicles. This information will be documented and shared with DPW and ISA management. PREMIS will use this information to guide discussions during the requirements gathering sessions to define requirements and possibilities for DPW. PREMIS will also create a list of vendors and contact information who sell and implement the various technologies needed for DPW's fleet management/AVL system. This information can be used by the City/County to choose vendors for the pilot and determine which vendors would most likely respond to a Request for Information/Proposal.

PREMIS Activities:

- ❖ Develop a list of government and private sector companies using fleet management/AVL technologies
- ❖ Research public and private sector implementations and document best practices
- ❖ Research vendors implementing AVL technology

PREMIS Outcomes & Deliverables:

- ❖ A requirements document suitable for use in a request-for-information document for information on fleet management/AVL implementations
- ❖ A vendor contact list for use for future pilot and RFP
- ❖ A set of case studies describing the use of AVL technologies from the public and private sector

2.6 RFP Development

Once the current workflow, desired workflow changes, and requirements have been gathered, reviewed and agreed to by City/County management, PREMIS will write a request-for-Proposal (RFP) for the required services. The RFP will include at a minimum the following sections:

- ✓ Current situation, business drivers, desired benefits and outcomes, and background

- ✓ Schedule for RFP activities
- ✓ Evaluation criteria, required and desired elements
- ✓ Desired timeline for project implementation
- ✓ Revised business policies and requirements
- ✓ Technical requirements and information regarding standards and protocols
- ✓ Description of vendor qualifications and required references
- ✓ Pricing structure
- ✓ Submission requirements

The RFP will be written by PREMIS and reviewed by City/County management. While the City may advertise to the general public, PREMIS will also reach out to the vendors identified during the research phase to ensure a good response. PREMIS will submit a final copy of the RFP to the City/County for distribution.

PREMIS Outcomes & Deliverables:
- ❖ A final RFP published to at a minimum the leading vendors in the market
- ❖ An RFP process that will result in the selection of at most 4 vendors to proceed to a pilot with the city of Indianapolis at no cost to the city

2.7 RFP Evaluation Process

PREMIS staff will support the City/County during the RFP evaluation process.

The activities to be performed by PREMIS include:

1. Collect and answer vendor questions during the RFP stage
2. Develop the overall evaluation process, criteria to rate and rank proposals, and a detailed plan for evaluators with assignments
3. Develop tools for collecting outcomes (spreadsheets, databases)
4. Review down-selected proposals (a maximum of 3) and attend final presentations
5. Develop a suggested list of questions for final presentations for the evaluation team when considering the responses
6. Identify issues for resolution for consideration by the evaluation team
7. Document outcomes in a format that can be used in a process of final negotiations between vendors

2-7-1 Selection and implementation of a Pilot(s)

As part of the selection process, the City/County wishes to select certain vendors to participate in a pilot program. PREMIS staff will support the City/County during this phase in the following ways:

1. Assist the in the description and scope of up to 4 pilots to be run concurrently
2. Develop the success criteria for the pilot, tools and reports for tracking outcomes and methods for documenting issues
3. Facilitate a meeting with city employees and the DPW pilot project manager once a week during the pilot to discuss progress and issues

4. Assist with documenting findings and results of pilot

5. Identify new process improvements and document additional or changed requirements based on the findings of the pilot

2.8 Project Work-Plan

The following page(s) contains a summary version of the project plan based on the information gathered and known thus far.

NOTE: A more detailed team plan has been developed, reviewed and approved by the City/County (DPW & ISA) Team members for this project.

PROJECT PHASES AND PROJECT STEPS/TASKS	Est. # of Calendar Weeks
DOCUMENT CURRENT WORKFLOW:	**3 weeks**
Review existing doc	
Gather key management and operations stakeholders. Set up meeting times, rooms, etc.	
Conduct workshops, interviews with management	
Conduct workshops, interviews with staff	
Understand current technology	
Understand route creation	
Document current workflow	
Identify issues	
Understand and document costs	
DEVELOP FUTURE PROCESSES & REQUIREMENTS:	**4.5 weeks**
Gather key management and operations stakeholders. Set up meeting times, rooms, etc.	
Conduct workshops, interviews with management	
Conduct workshops, interviews with staff	
Determine best in class technology solutions	
Document to-be process and first draft of requirements	
Review to-be vision and requirements with Indy management and staff	
Finalize documenting requirements based on inputs/review with Indy staff	
Develop business case, comparing costs from current to likely costs to deploy AVL, including intangibles.	
RFP DEVELOPMENT:	**3 weeks**
Develop template	
Write sections and insert descriptions of to-be processes and business requirements into template	
Develop selection criteria and scoring mechanism	
Review with management and edit RFI	
RFP EVALUATION ASSISTANCE:	**6 weeks**
Read responses	
Attend final presentations	
Assist in evaluation; answer vendor questions develop tools	
PILOT OVERSIGHT:	**5 weeks**
Assist in the description and scope of 4 pilots	
Develop success criteria	
Attend weekly meetings	
Document findings	
Identify new process improvements and changed requirements	
TOTALS:	**22**
ONGOING ACTIVITIES: Project Management	**Ongoing**
Biweekly sub-committee meetings	
Implementation Oversight	

3 IPD/MCSD IT Assessment & Consolidation Project

3.1 Project Objectives and Scope

The objective of this engagement is for PREMIS to assist the City/County Metro Police IT Sub-Committee, members from both IPD and the MCSD and ISA leadership with an IT assessment of the current IPD and MCSD agencyies for purposes of departmental consolidation.

PREMIS will work in conjunction with the City/County to 1) assist and facilitate workshops, 2) collect, assess and report current state, 3) determine candidates for application consolidation and their related infrastructure 3) develop a Gap analysis for input into a long term application strategy 4) provide recommendations for short term and future organizational models and 4) facilitate the implementation of the Sub-Committee recommendations.

3-1-1 Scope

The detailed scope to be followed for this project are all "in-scope" agency IT divisions as defined by the City/County General Ordinance 110. Agency divisions NOT currently earmarked for consolidation are not considered part of this scope and assessment process and therefore will not be reviewed.

3.2 Project Approach

The chart below describes our consulting cycle: the identification of all risks, issues and scope definition, data collection, application mapping and performing a GAP analysis in a systematic way, to help us validate or invalidate scenarios that may be possible solutions.
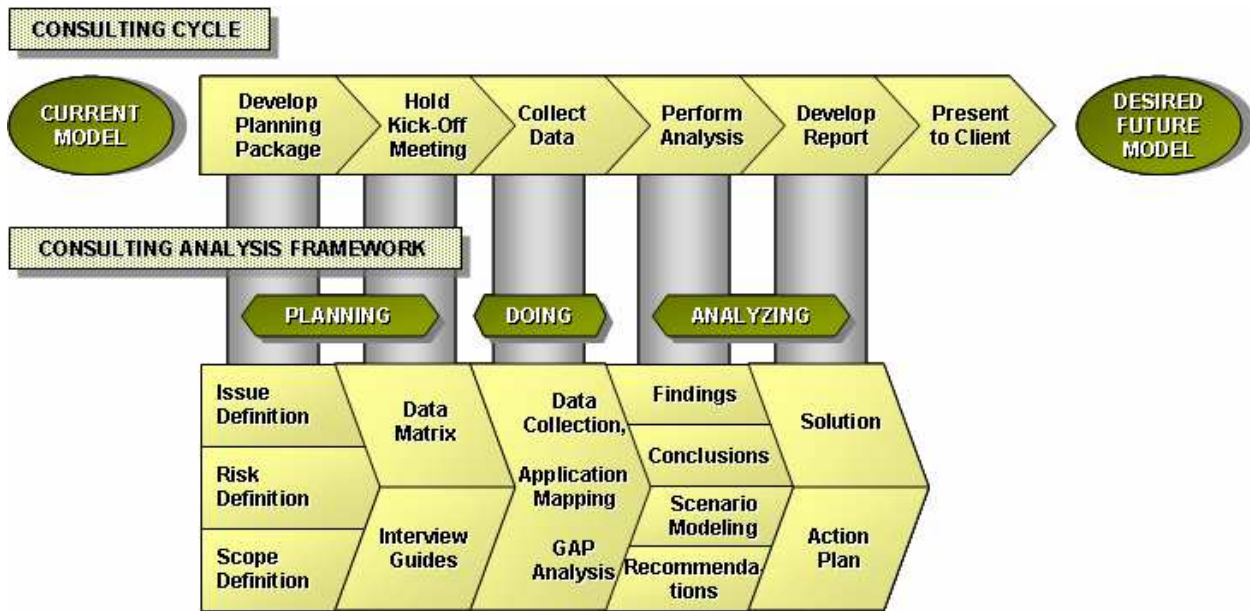
3-2-1 Planning, Communication & Data Collection Phase:

During this phase PREMIS will capture and document project risks, issues, and barriers to success. Concurrently, PREMIS will meet with IPD and MCSD IT leadership and ISA to gather baseline information about the current technology infrastructure utilized and supported by both agencies and develop communication vehicles for the project.

PREMIS Activities during this Phase:
- ❖ Conduct risk & issue interviews with the IT Sub-Committee, IPD and MCSD leadership
- ❖ Develop internal & external communication vehicles
- ❖ Establish baseline project management process & procedures
- ❖ Research other jurisdictions for best practices and lessons learned

3-2-2 Assessment Phase:

During the Assessment Phase, PREMIS will collect detailed information in three (3) areas:

1. **Application Portfolio**
2. **Infrastructure**
3. **Organization**

Via a series of workshops and interviews PREMIS will define and validate the current state or "As Is" environment for both agency IT departments within these three areas. Using a set of collection tools and workbooks, we will map agency applications and processes, identify possible overlaps for further analysis, perform a strengths-weaknesses-opportunities-threats (SWOT) analysis and develop initial recommendations for candidates for consolidation. Long term opportunities will be documented as post-2006 objectives. Once the "As Is" picture is completed and validated by the IT leadership team for this project, we will next facilitate the development of the "To Be" environment and scenario models within each of the three focus areas for the group to discuss, refine and reach consensus.

With the information and group consensus reached during these steps, the final tasks is rolling it all together into a final recommendations report and presenting it to the IT Sub-Committee for discussion.

3-2-3 Implementation Phase:

Each step builds upon the previous. During the implementation phase we facilitate discussions to create the project plan for the changes required to the applications, infrastructure and organization. We will identify resources required, identify risks and help to reach consensus and get sign-off of the implementation plan. Once the final plan is approved, PREMIS will again work with the IT Sub-Committee and agency IT leadership to help identify resources, define training and communication requirements and assist with implementing the changes needed to the existing systems and infrastructure. A thorough risk Assessment with mitigation and back-up plans is critical during this phase. Test, Test and Test again is the name of the game.

3.3 Project Work-Plan

The following page(s) contains a summary version of the project plan developed based discussions with the IT Sub-Committee and IT leadership.

PROJECT PHASES AND PROJECT STEPS	Est. # of Calendar Weeks
PLANNING PHASE: (Awareness and Orientation)	**4 weeks**
Prepare Project Documents & Kick Off Materials	
Project Kick-Off	
Identify & Assign Project Team Member Roles	
Develop & Present Agency OVERVIEW Presentations	
Define/Refine Scope of IT Task Force *(What's included for this team - systems, hardware, software, IT organization, IT Budget)*	
Set up project infrastructure, process and tools	
Research other entities that have merged IT for best practices, lessons learned (public & private)	
Refine Project Plan with timelines	
Develop communication strategy: internal/external; up/down; between committees and subcommittees	
Create communication plan and deliverables	
Develop communication process and channels between assessment teams	
Determine process for obtaining consensus on technology selection criteria and prioritization, sign-offs, review process, and decisions	
ASSESSMENT PHASE:	**8 – 10 weeks**
Develop goals for consolidation *(I.E. - No business interruption in January? Best solution by January 1? Solution with least impact on budget? etc.*	
Document / obtain inventory of IT assets (people, processes, hardware, software); include licensing and contracting issues	
Validate inventory	
Refine tools and methods for assessment	
Hold workshop for IT teams that will provide process information	
Application portfolio analysis - assessment	
1. Group applications into functional suites	
2. Develop criteria for technology selection *(ex: alignment with strategy, accessibility of systems by customers and other external users, agility of system to adjust to changes and affordability)*	
3. Develop options for 12/31 *(ex: run in parallel; run standalone until long term plan is developed; keep and patch ; throw-away)*	
4. Document and understand process and functions for each app by suites	
5. Identify overlaps	
6. Perform SWOT analysis on applications based on criteria developed	
7. Develop initial recommendation based on SWOT analysis and goals for merge; Document gaps in short term plan (what plans would need to occur for systems); estimate costs; identify critical success factors and risks	
8. Informal check- in with IT management, It subcommittee members individually; collect feedback	
9. Update preliminary information with feedback	
10. Develop draft long term strategy, including consolidation and prioritization of future initiatives	
11. Develop implementation plan	
Infrastructure analysis - assessment	
1. Develop criteria for infrastructure selection *(ex: alignment with applications strategy, agility of system to adjust to changes and affordability)*	
2. Develop options for 12/31 *(ex: run in parallel; run standalone until long term plan is developed; keep and patch ; throw-away)*	
3. Identify overlaps	

PROJECT PHASES AND PROJECT STEPS	Est. # of Calendar Weeks
4. Perform SWOT analysis on infrastructure based on criteria developed	
5. Develop initial recommendation based on SWOT analysis and goals for merge	
6. Document gaps in short term plan *(what changes need to occur for systems to work short term)*; determine costs; identify critical success factors and risks;	
7. Update draft long term strategy, including consolidation and prioritization of future initiatives	
8. Update implementation plan	
Organization analysis - assessment	
1. Develop transition organization chart and future organization chart based on final application portfolio recommendations	
2. Determine staffing needs – short term and long term	
3. Understand personnel rules and characteristics	
4. Identify overlaps, if any	
5. Perform SWOT analysis	
6. Develop initial recommendation	
7. Document gaps in short term plan *(what changes need to occur for systems to work short term)*; determine costs; identify critical success factors and risks	
8. Meet informally with IT management; IT subcommittee members	
9. Update draft long term strategy, including consolidation and prioritization of future initiatives	
10. Update implementation plan	
PLAN APPROVAL PHASE	**2 – 4 weeks**
Present findings to sub-committee	
Obtain feedback based on review process	
Integrate feedback into draft recommendations; update implementation plan and costs;	
Create final recommendations and submit for approval	
IMPLEMENTATION PHASE	**Remainder of calendar year '06**
Develop detailed implementation plan	
Identify resources (people and money)	
Perform risk assessment - develop mitigation & back-up plans	
Get signoff and resources and risk plan	
Staff transition organization, if needed	
Refine training and communication plan for implementation	
Implement updates/changes to existing systems and infrastructure	
Test changes	
*** GO LIVE ***	**12/31/06**
ONGOING ACTIVITIES - Project Management	**Ongoing**
Biweekly sub-committee meetings	
Implementation Oversight	

3.4 End Results

The overall objective for this work is to ensure that the City/County, Metro Law Enforcement IT Sub-Committee, IPD and MCSD and ISA leadership conduct a thorough IT application portfolio, infrastructure and organizational assessment, make recommendations with future IT model scenarios to better position them to collectively make decisions regarding the consolidation of the Information Technology (IT) used by both agencies.

4 IT Board & ISA Mgmt Consulting Assistance

4.1 Project Objectives

The objective of this engagement is for PREMIS to assist the City/County IT Board and ISA leadership with management consulting assistance.

We have organized this SOW to allow for consultation in a flexible "To Be Assigned/Determined" format allowing the IT Board and ISA Leadership to identify and assign additional areas of interest as needed.

4.2 Management Consulting Scope & Approach:

PREMIS will work in conjunction with the City/County to 1) assist and facilitate workshops, 2) collect, assess and report current state, 3) provide recommendations and 4) facilitate implementing the approved recommendations to better position the IT Board and ISA leadership in managing the day-to-day activities and challenges.

Realizing that the PREMIS charter for this type of consulting project must - by design – remain somewhat fluid, in this section we have identified several "possible" areas of interest for the IT Board and ISA Leadership to consider. However, we understand project work and scope may vary as business need and requirements dictate.

When this occurs, PREMIS will work with the IT Board and ISA Leadership to more thoroughly scope and define a work-plan, reach consensus on objectives and deliverables and obtain sign-off before beginning work.

NOTE: The above is of course provided the IT consultative work requested by the City/County is within PREMIS capabilities and the financial scope allocated to this project in this SOW.

The possible areas of interest could include but are not limited to:

- ✓ Evaluate, assess and make recommendations to restructure and streamline the monthly IT Board Report format and content to be more consistent with the business needs of the IT Board members and ISA.
    - ❖ Facilitate implementing the changes once approved.
- ✓ Assess the current ISA report development processes and recommend methods for automation and consistency to make reporting more repeatable.
- ✓ Develop a planning model to be used in the development of a new IT strategic vision and plan.
- ✓ Conduct a process & procedure (P&P) review of the BRM & PMO divisions, identify strengths and areas of opportunity, make recommendations and assist with implementing approved changes that will help maximize success with multi-agency and enterprise-wide projects.
- ✓ Develop an improved governance model to be used by ISA leadership.
- ✓ Review Customer Satisfaction levels and offer industry and best practice options for improvement.

Note: These are examples only and will be only performed upon consensus and written request by the IT Board and the CIO.

4.3 Project Work-Plan

Individual Work-Plans will be scoped and developed on a case by case basis as the "areas of interest" are identified by the IT Board and/or ISA Leadership. Once completed, these work-plans will be submitted for review and approval before work begins.

✓ Depending on need, PREMIS estimates that an onsite schedule of approximately two (2) days per week will need to be maintained. This of course can fluctuate from week to week as work-plans dictate.

4.4 End Results

The overall objective for this work is to assist the IT Board and ISA in any way to improve IT operations at the city of Indianapolis / Marion County.

The overall goal for PREMIS is to better position the City/County for success in transforming ISA into a strategic partner with its customers.

5 Project Staffing – Common to all SOWs

5.1 City/County Involvement

To ensure the best utilization of resources and to encourage active involvement on the part of the City/County we propose to:

- ✓ Tap internal resources and existing information in order to build upon the current pool of knowledge and expertise that resides within
- ✓ Involve management regularly in the work to ensure a complete understanding and acceptance of jointly agreed upon conclusions
- ✓ Form a project task force consisting of key managers who would work with us on the project. Task force members should spend approximately ½ day each week assisting us with data collection, analysis, and key service attribute and segmentation development.
- ✓ Conduct formal & informal review sessions throughout the project to ensure the work is focused and targeted to the City/County's needs and expectations.

5.2 Key PREMIS Team Roles

PREMIS has assembled a team of professionals highly experienced in the needs and requirements of the projects described in this SOW to help ensure successful project execution and timely completion. Brief descriptions of the PREMIS team members assigned to these engagements are:

5-2-1 Client Executive: Beth Malloy

Expertise in technology business case development, contract management, implementation and IT governance. The client executive will be key liaison between PREMIS and the client, the Client Executive is accountable for the overall business relationship as well as for the quality of the work provided by PREMIS. This includes communication of business objectives, deliverables and billing. The Client Executive works closely with the client steering committee and project sponsor to identify business requirements, develops a long-term vision, and sets realistic expectations.

5-2-2 Project Manager: Joel Buege

Expertise in hardware and software configuration, IT governance, contract management and best practice project management. The PREMIS project manager will serve as the day-to-day liaison between PREMIS and the client project manager(s). The PREMIS project manager's primary responsibilities include:

- ✓ *Communicating key information to the project team.*
- ✓ *Establishing and adhering to the project scope, budget, and schedule.*
- ✓ *Facilitating, managing and coordinating activities between joint project team members.*
- ✓ *Providing project documentation, including weekly status reports, project plans, and scope change information.*

5-2-3 Subject Matter Experts (SMEs)

The backbone of a successful project, PREMIS SMEs are responsible for facilitating the data collection process, serving as resources for all project team members, facilitating workshops, conducting interviews, reviewing, and interpreting data, developing observations, findings, conclusions, and recommendations, and developing deliverables.

The SMEs will assist in the presentation of client findings, conclusions and recommendations to senior client management.

SME – AVL & GIS Expert: **Kauser Razvi (MBE/WBE)**
SME – IT Assessment/Consolidation Expert: **Michael Gargano (local partner)**
SME – Workshop Facilitation & Strategy Expert: **Susan Parks (WBE)**
SME – Strategy Development & Implementation: **Beth Malloy**
SME – Best Practice Process & Contract Management: **Joel Buege**
SME – Others as project workload dictates.

6 Professional Fees

The work breakdown of professional fees assessed to successfully complete the projects described and scoped in this SOW follows.

<u>Special Consideration:</u> The total hours estimated for these projects combined is 1,180. Because we value our relationship with the city of Indianapolis / Marion County and recognize that budgets are tight, the first 700 hours of the projects were calculated at our City/County agreed to public sector rate of $125 hour. However, the remaining 480 hours will be billed at a reduced rate of $110/hr.

6-1-1 Project 1: AVL Needs Assessment & Selection Project:

AVL Needs Assessment, Current Workflow, New Process Design, Business Requirements:	$24,500
RFP Development:	$6,875
RFP Evaluation:	$6,000
Pilot Selection and Oversight(1 month):	$5,750
Total Consulting:	**$43,125**
Estimated Expenses (12% of contract):	$5,175
TOTAL CONTRACT VALUE:	**$48,300**

6-1-2 Project 2: IPD/MCSD IT Assessment & Consolidation Project

Planning, Communication & Data Collection Phase:	$9,225
Assessment Phase:	$32,125
Implementation Phase:	$13,050
Total Consulting:	**$54,400**
Estimated Expenses (12% of contract):	$6,528
TOTAL CONTRACT VALUE:	**$60,928**

6-1-3 Project 3: IT Board & ISA Mgmt Consulting Assistance

Management Consulting Assistance Total (455 hours):	**$50,000**
Estimated Expenses (12% of contract):	$6,000
TOTAL CONTRACT VALUE:	**$56,000**

6-1-4 Professional Fees Summary:

AVL Needs Assessment & Selection Project:	$48,300
IPD/MCSD IT Assessment & Consolidation Project:	$60,928
IT Board & ISA Mgmt Consulting Assistance:	$56,000
TOTAL CONTRACT VALUE:	**$165,228**

Invoicing:

1. PREMIS will invoice the City/County monthly for the work effort described in this SOW.
2. PREMIS invoice statements will also include a summary of actual charges and/or expenses that have been incurred for that invoicing period.

6.2 Changes in Scope:

PREMIS works hard to thoroughly understand our customer's needs and requirements during the planning stages of a project in an effort to <u>accurately scope and price each project</u>. We do realize and accept, however, that from time to time changes in scope and/or minor direction changes may occur during the course of a project.

When this occurs, PREMIS follows its Project Management "change request" process, as detailed later in this SOW, and will be happy to discuss the change request with the City/County project sponsor and project manager, reach consensus and obtain sign-off before proceeding with any proposed services not already agreed to.

Examples of such items include: (but not limited to)

✔ The City/County requesting to extend the completion date and/or delivery of final documents beyond the planned completion date for this particular SOW and outlined deliverables.

✔ The City/County requesting <u>additional</u> meetings, presentations or amount of deliverables beyond that which was scoped and mutually agreed to under the terms of this SOW.

6.3 Project Assumptions:

Based on the following assumptions, we believe the City/County, working with PREMIS and following the PREMIS Best Practice Project Management Procedures will successfully complete the work detailed in this SOW. This not only helps ensure project success but also limits or eliminates typical roadblocks that projects such as this can encounter.

⮑ Delays in scheduling interviews or in providing requested data can impact project timelines and project cost. Delays in specific deliverables will be addressed between PREMIS and the Client Project Manager immediately for speedy resolution.

⮑ The Client Project Sponsor AND Project Manager will assist with <u>communicating the importance</u> (in a meeting format) of <u>active participation</u> in the project to key individuals within the client organization.

⮑ Accessibility to project related client information is a <u>significant</u> requirement. PREMIS assumes this information is available and that the appropriate client resources will provide access to specific detailed information required to successfully complete the project.

⮑ The Client Project Manager will be responsible for responding to PREMIS requests for scheduling meetings with the client staff as well as securing meeting space, resources and/or technology needed to successfully complete this project.

⮑ If/where needed, additional client resource(s) will be assigned and responsible for gathering and disseminating client information and documentation. Additional client resources will report to the Client Project Manager.

⮑ If any data/information is deemed unusable by the project team, PREMIS and the Client Project Sponsor & Manager will discuss options for estimating proxy values.

⮑ The Client Project Manager will be responsible for procuring office space, with telephone and a PC or internet connection for the PREMIS team to utilize while onsite activities take place.

7 Appendix A - Project Management Procedures

As a Best Practice Organization (BPO), PREMIS employs robust project management procedures in an effort to ensure each engagement meets and exceeds our clients' expectations. Below is a description of some of our project management procedures used to ensure each project is executed in a timely fashion and successfully completed.

7-1-1 Guiding Principles:

Definition:	There are several principles that will guide this project. These principles are key guidelines to help the project teams stay on track.
People:	Both PREMIS and the client will allocate appropriate resources to this project and will ensure that the resources are available as defined within the project plan. Furthermore, both parties will ensure that the required tasks are completed in a timely manner.
Information Sources:	The client will provide the required data and information on a best efforts basis. All data and information will remain confidential to the client.
Presentation of Findings:	Any preliminary or final findings and results of this project will first be presented to the project team, Steering Committee and/or Project Sponsors and will not be shared or discussed with any others unless otherwise agreed to with the client.
Project Repository:	A project repository will be maintained by the PREMIS Project Manager and contains documented interview notes, data collection materials, progress reports, issue tracking, etc.

7-1-2 Status Reporting Procedures:

Status Reporting:	A status report will be submitted (TBD) highlighting current progress, key milestones, Change and/or Issue Management submittals and over-all project status occurring during the reporting period.
	Status reporting flow will consist of the following key components:

Activities and Deliverables Completed	Activities & Deliverables to be completed during next period	Outstanding Issues & Change Requests	Issues & Change Requests Resolved	New Opportunities
Activities & deliverables completed in the current status reporting period.	Those activities & deliverables to be completed in the next status reporting period.	Issues & change requests that have been raised or have not yet been resolved in the status reporting period.	Resolutions to issues & change requests resolved during the status reporting period.	Opportunities that have been identified which are out of scope of the current project but can add value to the organization.

7-1-3 Scope Management Procedures:

Project scope may change:	The project scope may change as the project progresses. It is important that as changes to the scope are considered that they align as closely as possible with the objectives and goals of the engagement as outlined in the Statement of Work (SOW). As changes are proposed, they must be documented and assessed to ensure that those with the highest payback are implemented, and those with marginal immediate payback are preserved for possible implementation at a later point in the engagement.

Procedure: The client and PREMIS Project Manager(s) will review any potential change requests and agree on how to proceed. If agreement cannot be reached, then the change request will be escalated to the Project Sponsor and the PREMIS Client Executive. Scope changes will be discussed at weekly status meetings.

7-1-4 Change Management Procedures:

Flow: The procedural flow of a change request shows the path the suggested change will follow from initiation through resolution and closure.

Procedure: The following procedures will be used to manage change requests:

Need for Change is Identified	Change Request is Triaged	Change Request is Escalated	Change Request is Assigned	Change Request is Reviewed
A need for change includes those areas where scope may need to be expanded or decreased to ensure project quality.	Change request is prioritized based on impact to scope and project sponsor expectations.	Change requests are escalated to that individual who may best facilitate resolution of the request.	Change requests are assigned to those individuals who are best equipped to explore the necessity and urgency of the change.	The person(s) to whom the change request was assigned is responsible for managing to resolution.

Change Request States: Defined states that are succinct and unambiguous and that relate to steps in the process so that the responsible person can be readily identified.

Some suggested states are listed below:

Change States:	Descriptions:
Logged:	A team member or authorized user has defined and logged a change request.
Awaiting clarification:	The Project manager has asked the person who submitted the change request to provide additional clarification.
Clarified:	Clarification has been provided.
Under investigation:	An investigator has been assigned to investigate the possible impact of making the change and of not making the change.
Recommendation made:	The investigator has recommended a specific resolution.
Resolved:	One of the following actions has been taken:
Authorized:	The selected solution has been authorized for implementation.
Deferred:	No decision has been made. The change request will be addressed again later.
Merged:	The change request has been combined with another change request or submitted as a program change request.
Rejected:	The change request has been rejected, because it is not relevant or because the expected impact of making the change is greater than the impact of not making the change.
Approved:	The individual with approval authorization has signed off on resolution of the change request. At this point, the change request is considered closed.

7-1-5 Issues Management Procedures:

Definition: Project issues are items that arise during a project that prevent a portion of the project from proceeding until they are resolved.

Identification: Anyone involved in the project may identify an issue and bring it to the client and PREMIS Project Manager. It will be the responsibility of the Project Manager, in consultation with the Project Sponsor, to secure approval, rejection or deferral of the issue and to determine the appropriate resolution. The Project Sponsors have final resolution responsibility for the issue. PREMIS will keep record of both open and closed issues in the project issue log database. These will be discussed weekly at the regular status meeting.

Issue is Identified	**Issue is Triaged**	**Issue is Escalated**	**Issue is Assigned**	**Issue is Reviewed**
An issue is defined as something that may impede project progress and/or success.	Issue is prioritized based on likelihood of occurrence and impact.	Issue is escalated to the individual responsible for facilitating resolution of the issue.	Issue is assigned to those individuals who are best equipped to provide a resolution & target resolution date is determined.	The person(s) to whom the issue was assigned is responsible for managing and reporting the issue to resolution.

7-1-6 Risk Management & Mitigation Procedures:

Definition: Project risks are items that have a high probability of preventing the project from being delivered on time, in budget and/or according to specifications.

Approach: The Project Manager will identify and track risk items weekly so that progress can be communicated to the Project Governance team.

The project will follow the Risk Management Process detailed below:

IDENTIFICATION:	**QUANTIFICATION:**	**RESPONSE:**	**CONTROL & TRACK:**	**COMMUNICATION:**
Determine which risks are a threat to the project and document each risk.	Evaluate, rank and prioritize risks based on their impact, probability and timeframe.	Transform risk information into a risk management plan that defines how each risk will be dealt with.	Control the risk, e.g. execute the risk mitigation actions identified. Then monitor and adjust risk response as needed.	Keep all project stakeholders aware of the risks associated with the project and what is being done about it.

8 Appendix B - Why Hire PREMIS?

8.1 Company Overview:

We believe you will find that PREMIS Consulting Group's approach is fundamentally different from other consultancies. While other firms may have divisions that specialize in local government, our firm was founded by practitioners who have not only been consultants, but have also worked in leadership positions in local government, as well as the private sector.

To maintain our neutrality, we hold no contracts or marketing agreements with hardware or software vendors. We formed PREMIS because we have a passion for the public sector.

Our model is one that allows us fulfills three goals: 1) it ensures that we personally work on every engagement, 2) it means that our services remain unique compared to other firms, even those that have municipal government specialties, and 3) it means that those services are delivered with unsurpassed quality. PREMIS' core service lines are as follows:

> *PREMIS brings extensive experience to its clients in a forward-looking, comprehensive range of IT consulting services designed to efficiently and effectively advance its clients as Information Technology leaders.*
>
> *Our entire business is state and local government.*

Project & Process Reviews

RFP Development

EPMO Construction

Management Consulting

IT Assessments & Strategy

Sourcing Advisory Services

Each of our service lines makes extensive use of PREMIS exclusive tools designed to get you to your goal faster. We are confident "The PREMIS Process" will help you achieve organizational excellence in less time with more success.

8.2 The PREMIS Partnership:

The PREMIS Team understands local government's critical business issues. We work in partnership with our government clients to implement strategic solutions that allow them to focus on their core missions, while generating exceptional returns on their investments by reducing operational costs and increasing benefits.

1. PREMIS associates **have first-hand experience** managing and assessing technology departments from two perspectives: internally, as local government employees, and externally, as service providers and consultants. **Our only business is state and local government.** Our extensive experience with local government allows us to share innovations from jurisdictions around the country with each of our clients.

2. PREMIS associates **have been chief information officers (CIOs) of local government and program executives for global consulting firms** that have conducted and implemented many similarly scoped assessments.

3. PREMIS associates have extensive experience **working in the Fortune 500 IT consulting market** and use that combined knowledge and experience to bring best-in-class ideas to a no-nonsense consulting practice for our clients in local government.

8.3 The PREMIS Commitment:

We believe that PREMIS Consulting Group is well-suited to assist the City/County derive the best value for its technology investment(s) as it moves forward with this important initiative.

If having a consultancy that understands first-hand the unique challenges of affecting change in local government appeals to the City/County, we believe PREMIS Consulting to be the best provider of that experience. The result will be a well-planned and carefully executed approach, measurable improvements, and quality services from a team whose core competencies are embodied in this document and in the work they do each day …every day.

8.4 Team Expertise & Qualifications

As previously stated, our team's greatest asset is its collaboration of expert-level, knowledgeable and creative consultants specifically chosen for their demonstrated experience in the public sector market space while also meeting the rigorous standards and qualifications we have established. Although we may not have the brand recognition that other consulting companies present, we believe that the breadth and depth of our team is unique in the industry.

8-4-1 **Functional Expertise:**

CONSULTANT:	IT Sourcing Strategy	Strategic Planning	RFP Development/ Selection/ Negot.	Organization Design	Business Process Review	Business/ System Requirements	Change Management	Project Management	Program Management	Business Analysis
Beth Malloy	✓	✓	✓	✓	✓	✓	✓		✓	✓
Joel Buege	✓	✓	✓	✓	✓			✓	✓	
Michael Gargano	✓	✓	✓	✓	✓	✓			✓	✓
Susan Parks		✓	✓	✓	✓	✓	✓	✓		
Kauser Razvi		✓	✓	✓	✓	✓		✓		

8-4-2 Public Sector Business Area Expertise:

CONSULTANT:	GIS/AVL/Fleet	Public Sector ERP	CRM/311	Courts/Criminal Justice	Public Sector Outsourcing	Revenue	Tax/Licensing/Inspections	IT Organization	Planning & Development/Environment	Public Works/Economic Development
Beth Malloy		✔	✔	✔	✔	✔	✔	✔	✔	✔
Joel Buege			✔		✔	✔		✔		
Michael Gargano		✔			✔			✔		
Susan Parks		✔	✔	✔		✔	✔		✔	
Kauser Razvi	✔		✔				✔		✔	✔

9 Signature Page

9.1 Invoice Address:

PREMIS invoices shall be sent to the following address:

Company:	City of Indianapolis/Marion County
Attn.:	Shital Patel
Address 1:	200 E. Washington Street
Address 2:	Suite - 1942
City, State, Zip:	Indianapolis, IN 46204
Phone:	317.327.2989
Fax:	317.327.3756

9.2 Terms:

This SOW shall commence on the date in which this signature page is completed and shall terminate when the above-described PREMIS services have been completed and/or conditions of this SOW have been satisfied.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed on the date and year listed below. Once signed by both parties, any reproduction of this Agreement made by reliable means (for example, photocopy or facsimile) is considered an original.

PREMIS   **Information Services Agency**

By: _____   **By: _____**

Name: Elizabeth Malloy   **Name: Shital Patel**
Title: Principal   **Title: CIO**

Date: 12 /   / 2006   **Date: 12 /   / 2006**

RESOLUTION #06-05

INFORMATION TECHNOLOGY BOARD

Resolution to approve Services Contract with Premis Consulting Group

WHEREAS, the Information Services Agency requires the consulting services of a vendor experienced in technology needs assessment and selection, organizational consolidation project management and management consulting assistance in the public sector; and

WHEREAS, ISA has utilized Premis to assist it many times in the past, and has gained great insight and value from that service, and

WHEREAS, Premis has satisfactorily performed its contractual objectives during the course of its interactions with ISA,

NOW THEREFORE BE IT RESOLVED, the Information Technology Board authorizes the Chief Information Officer to finalize and execute a contract with Premis Consulting Group for the above named services for an amount not to exceed $166, 00.00.

_____
Robert J. Clifford, Chairman
Information Technology Board

_____
Linda M. Enders, Secretary
Information Technology Board

February 28, 2006

Microsoft

Microsoft Enterprise *Enrollment* (indirect) – State and Local

Microsoft Business Agreement number (if applicable) *Reseller or Microsoft affiliate to complete*		Reseller purchase order number *Reseller to complete*	
Enterprise Agreement number *Reseller or Microsoft affiliate to complete*	01EG5240	Previous Enterprise Enrollment number *Reseller to complete*	
Enrollment number *Microsoft affiliate to complete*		Previous Enterprise Enrollment end date *Reseller to complete*	

This Microsoft Enterprise Enrollment is entered into between the following entities. Each party will notify the other in writing if any of the information in the following table changes.

Customer

Name of Entity INFORMATION SERVICES AGENCY INDIANAPOLIS/MARION COUNTY	Contact Name SHITAL PATEL (This person handles access to online information, receives order confirmations, true ups, renewal and other notices, unless a different contact is provided below.)
Street Address 200 EAST WASHINGTON STREET	Contact E-mail Address (required for online access) spatel@indygov.org
City INDIANAPOLIS	State/Province IN	Phone 317-327-2983
Country USA	Postal code 46204	Fax 317-327-3756
Microsoft Account Manager Name	Microsoft Account Manager E-mail

Contracting Microsoft Affiliate

Microsoft Licensing, GP - 6100 Neil Road, Suite 210 - Reno, Nevada USA 89511-1137 - Dept. 551, Volume Licensing

If online access and notices should be provided to someone or some place other than above, complete this section:

Name of Entity INFORMATION SERVICES AGENCY MARION COUNTY	Contact Name MICHAEL MILLER
Street address 200 EAST WASHINGTON STREET	Contact E-mail Address (required for online access) mkmiller@indygov.org
City INDIANAPOLIS	State/Province IN	Phone 317-327-5981
Country USA	Postal Code 46204	Fax 317-327-5016

Name of Entity		Contact Name
Street Address		Contact Email Address (required for electronic notice)
City	State/Province	Phone
Country	Postal Code	Fax

Definitions. As used in this enrollment, "you" refers to the entity that signs this enrollment with us, and "we" or "us" refers to the Microsoft entity that signs this enrollment. All other definitions in the Microsoft Enterprise Agreement identified above apply here.

Effective Date. If you are renewing Software Assurance from one or more previous "Enterprise Enrollments" (as defined in subsection 3(a) (Placing the initial order) of the Microsoft Enterprise Agreement identified above), then the effective date will be the day after the expiration of the first of those Enterprise Enrollments to expire. Otherwise the effective date will be the date this enrollment is signed by us. Where a previous Enterprise Enrollment is being used, your reseller will require the Enterprise Enrollment number and end date to complete the applicable boxes above.

Term. This enrollment will expire 36 full calendar months from the effective date indicated below unless terminated earlier or renewed as provided in the Microsoft Enterprise Agreement. We will provide you with written notice 60 days prior to expiration of the initial enrollment or renewal term advising you of your renewal options. For a description of renewal options, see subsection 12(e) of the Microsoft Enterprise Agreement (How to renew an enrollment).

Representations and Warranties. By signing this enrollment, the parties agree to be bounds by the terms of this enrollment, and you represent and warrant that: (i) you have read and understand the Microsoft Business Agreement identified above (if any) and the Microsoft Enterprise Agreement, including any amendments to those documents, and the product use rights, and agree to be bound by those terms; (ii) you are either the entity that signed the Microsoft Enterprise Agreement or its affiliate; (iii) you have 250 or more qualified desktops; and (iv) the information that you provide on this cover page and each of the attached forms is accurate.

Non-exclusivity. This enrollment is non-exclusive. Nothing contained in it requires you to license, use or promote Microsoft software or services exclusively. You may, if you choose, enter into agreements with other parties to license, use or promote non-Microsoft software or services.

Microsoft Volume Licensing Web Sites	
(Note: We will advise you of any changes to these URLs.)	
Product Use Rights	http://microsoft.com/licensing/resources
Product List	http://microsoft.com/licensing/resources
Microsoft Volume Licensing Services (MVLS) (password protected site to view orders under this enrollment)	https://licensing.microsoft.com

Notices to Microsoft should be sent to:	Copies should be sent to:
Microsoft Licensing, GP 6100 Neil Road, Suite 210 Reno, Nevada USA 89511-1137 Dept. 551, Volume Licensing	Microsoft Law and Corporate Affairs One Microsoft Way Redmond, WA 98052 USA Volume Licensing Group (425) 936-7329 fax

This enrollment consists of (1) this cover page, (2) the Enterprise Order Form, and (3) the Reseller Information Form.

Customer	Contracting Microsoft Affiliate
Name _INFORMATION SERVICES AGENCY_ _INDIANAPOLIS / MARION COUNTY_	**Microsoft Licensing, GP**
Signature	Signature
Printed Name _SHITAL PATEL_	Printed Name
Printed Title _CHIEF FINANCIAL OFFICER (CFO)_	Printed Title
Signature Date	Signature Date (date Microsoft affiliate countersigns)
	Effective Date (may be different than our signature date)

Enterprise Order Form

1. Defining your enterprise.

Use this section to identify which affiliates will be included in your enterprise. Your enterprise must consist of entire government agencies, departments or legal jurisdictions, not partial government agencies, departments, or legal jurisdictions. Each affiliate must be entirely "in" or entirely "out." All affiliates acquired after the effective date of this enrollment that are not party to an Enterprise Enrollment of their own will automatically be included unless you fill in part b below (when we refer to an Enterprise Enrollment in this section 1, we mean either (i) a Microsoft Enterprise Select Agreement; (ii) an enterprise enrollment entered into under a separate Microsoft Select Master Agreement or Microsoft Enterprise Agreement; (iii) an enterprise subscription enrollment under a separate Microsoft Enterprise Subscription Agreement; or (iv) any other enrollment submitted under the Microsoft Enterprise Agreement identified on the cover page).

a. Use this part (a) to determine which current affiliates will be included in your enterprise. Check only one of the boxes in part (a).	
☒	You and all affiliates will be participating
☐	You and the following affiliates will be participating (if no affiliates will be participating, write "none" on line 1) (attach a list of names on a separate piece of paper if more than 5 affiliates are being included):
1	
2	
3	
4	
5	
☐	You and all affiliates, except the following affiliates, will be participating (attach a list of names on a separate piece of paper if more than 5 affiliates are being excluded):
1	
2	
3	
4	
5	
b. Use this part (b) to indicate whether affiliates acquired after the enrollment effective date will be included. Unless you check the box below, all affiliates acquired after the enrollment effective date that are not party to an Enterprise Enrollment of their own will automatically be included.	
☐	Exclude all affiliates acquired after the enrollment effective date that are not party to an Enterprise Enrollment of their own.

Enterprise Order Form

2. Selecting your language option.

Your selection below will determine the languages in which you may run the products licensed under this enrollment. If you select "Listed Languages," you may run (i) all copies of each of your products in any of the languages identified as "Listed Languages" below, and (ii) up to 10% of the copies of each of your products in any of the languages identified as "Restricted Languages" below. If you select "All Languages," you may run all copies of your products in any of the "Listed Languages" and any of the "Restricted Languages."

> Check only <u>one</u> of the boxes below to indicate your language option

☒ **Listed Languages**

☐ **All Languages**

"Listed Languages"	
Arabic	Korean
Simplified Chinese	Japanese
Traditional Chinese	Polish
Czech	Portuguese (Brazil)
English[1]	Russian
French Canadian	Turkish
Hebrew	Thai
Hungarian	Spanish[2]

"Restricted Languages"	
Danish	Greek
Dutch	Italian
English[3]	Norwegian
Finnish	Portuguese (Portugal)
French	Spanish[4]
German	Swedish

[1] English is a "Listed Language," except when restricted as described in the "Restricted Languages" list (see footnote 3)

[2] Spanish is a "Listed Language," only if this enrollment is signed in Latin America

[3] English is a "Restricted Language" if this enrollment is signed in Austria, Belgium, Denmark, France, Finland, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, United Kingdom, Switzerland, Sweden, or Spain

[4] Spanish is a "Restricted Language" unless this enrollment is signed in Latin America

3. Language allocation.

Provide us with your good faith estimate of the specific languages in which you will run all copies of all products and the approximate percentage of those copies you will run in each language. Information that you provide here does not limit your future use of products under this enrollment in any permitted language within the language group you select above. Attach a separate sheet if more space is needed.

Language	Percentages
ENGLISH	100 %
	%
	%
	%

Enterprise Order Form

4. Applicable currency.

The currency we accept is based on the country in which you are located. All payments must be made under this enrollment in the accepted currency.

Find your accepted currency in the Currency Table below and fill in this box.
Type of currency: U.S. Dollars

Currency Table:

Currency	Accepted in Country
Australian Dollars	Australia
Canadian Dollars	Canada
Danish Krone	Denmark
EUROs	Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Greece, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Switzerland, Sweden, and United Kingdom
Japanese Yen	Japan
Korean Won	Korea
New Zealand Dollars	New Zealand
Norwegian Krone	Norway
Pounds Sterling	United Kingdom
Swedish Krona	Sweden
Swiss Francs	Switzerland
Taiwan Dollars	Taiwan
US Dollars	United States, Latin America, Asia (except Japan, Korea, and Taiwan), Eastern Europe, Middle East, Africa

5. Establishing your price level.

The price level indicated in box 5(b) will be your price level for the initial enrollment term all enterprise products and for any additional products in any pool in which you have ordered an enterprise product. For additional products in any pool in which you have not ordered an enterprise product, your price level will be level "A".

Complete steps 1 and 2 below to determine your price level(s) for the enterprise product(s) and additional product(s) you order under this enrollment.	
Step 1: Enter the number of qualified desktops you have in your enterprise in box 5(a).	
Qualified Desktops: You represent that the total number of qualified desktops in your enterprise is, or will be increased to, this number during the initial term of this enrollment. (This number must be equal to at least 250 desktops.)	*3400* **5(a)**
Step 2: Find the price level for the number of desktops you entered in 5(a) and enter that price level in box 5(b).	

Number of Desktops	Price Level
250 to 2,399	A
2,400 to 5,999	B
6,000 to 14,999	C
15,000 and above	D

Price Level (for pools in which you order an enterprise product):	*D* **5(b)**

Price Level (for pools in which you do not order an enterprise product):	**Price Level** **5(c)** "A"

6. Enterprise Product Orders.

The prices stated below are for your reference only. Your prices and payment terms for all products ordered will be determined by agreement between you and your reseller.

Enterprise Order Form

a. Initial order for enterprise products.

The license reference prices for the enterprise products covered by your initial order are set forth below. We will invoice your reseller in three equal annual installments. The first installment will be invoiced upon our acceptance of this enrollment; the remaining installments will be invoiced at the next two anniversaries of the enrollment effective date. You must choose the Enterprise Desktop Professional Platform (which is composed of all three of the individual enterprise products) or at least one of the individual enterprise products before selecting any additional products in section 7 (Additional product orders) below.

Complete the table below by filling in the blanks.	
Column 2:	Place a check next to either the Enterprise Desktop Professional Platform or one or more of the individual enterprise products you choose to license.
Column 4:	Next to each enterprise product you selected, insert "L&SA" in column 4 unless you are eligible to order Software Assurance only (in which case you may insert the words "SA only" in this column). To determine if you are eligible to order Software Assurance only for any product, refer to subsection 3(a) of the Microsoft Enterprise Agreement (Placing the initial order).
Column 5:	Your reseller or Microsoft account manager will provide the annual enterprise product per desktop license reference price in this column.
Column 6:	Your reseller or Microsoft account manager will multiply column 5 by the number of qualified desktops in box 5(a) above to compute the annual enterprise product license reference price.
Column 7:	Your reseller or Microsoft account manager will multiply column 6 by 3 (for the 3 year term) to compute the total enterprise product license reference price.
Box 8:	Your reseller or Microsoft account manager will add the rows in column 6 to compute the total initial annual enterprise product order reference price.

Enterprise Product Selection Table:

1 Enterprise Product	2 √	3 Product Pool (Applications, Systems, Servers)	4 Product Type	5 Annual enterprise product per desktop reference price	6 Annual enterprise product reference price	7 Total enterprise product reference price
*Office Professional	√	Applications	L + SA	162	374,850	2,224,410
*Office Standard		Applications				
Windows Desktop Operating System Upgrade	√	Systems	L + SA	53	246,700	365,600
*Core Client Access License	√	Servers	L + SA	66	356,400	1,169,200
Exchange Server Client Access License		Servers				
SharePoint Portal Server Client Access License		Servers				
SQL Server Client Access License		Servers				
Systems Management Server Client Access License		Servers				
Windows Server Client Access License		Servers				
Total Initial Annual Enterprise Product Reference Price: (add column (6) for the enterprise products chosen above)					8 1,591,100	

Enterprise Order Form

> * The components of the current version of Office Professional, Office Standard, and the current versions of the components that make up the Core CAL, are identified in the Product List.

b. True up orders for enterprise products.

The license reference price for the enterprise products covered by any true up orders submitted during the initial term is set forth below. That license price is based on the price level identified in box 5(b) above. We will invoice your reseller in total upon our acceptance of each true up order.

Columns 2 – 4:	We will provide the true up license reference prices for each anniversary through your reseller, who will complete the table below. License prices will be filled in only for products ordered in subsection 6(a) (Initial Order for Enterprise Products).

Enterprise Product True Up Price Table:

1 Enterprise Product	2 First year true up reference price	3 Second year true up reference price	4 Third year true up reference price
*Office Professional	446	371	297
*Office Standard			
Windows Desktop Operating System Upgrade	141	110	80
*Core Client Access License	131	155	126
Exchange Server Client Access License			
SharePoint Portal Server Client Access License			
SQL Server Client Access License			
Systems Management Server Client Access License			
Windows Server Client Access License			

Enterprise Order Form

c. Qualifying systems licenses.

All desktop operating system licenses provided under this program are upgrade Licenses. Therefore, if you select the Enterprise Desktop Professional Platform or the Windows Desktop Operating System Upgrade & Software Assurance, all qualified desktops on which you will run the Windows Desktop Operating System Upgrade must be licensed to run one of the qualifying operating systems identified in the Product List at http://www.microsoft.com/licensing. Note that the list of operating systems that qualify for the Windows Desktop Operating System Upgrade varies with the circumstances of your order. That list is more extensive at the time of your initial order than it is for some subsequent true ups and system refreshes during the term of your enrollment.

7.   Additional Product Orders.

The license prices stated below are for your reference only. Your prices and payment terms for all products ordered will be determined by agreement between you and your reseller.

a. Initial order for additional products.

The license reference prices for each additional product covered by your initial order are listed in the table below. We will invoice your reseller in three equal annual installments. The first installment will be invoiced upon our acceptance of this enrollment; the remaining installments will be invoiced at the next two anniversaries of the enrollment effective date. You may license additional products by entering the names and quantities for the products of your choice in the Additional Product Selection table. For a list of the available additional products, contact your reseller.

Enterprise Order Form

Complete the table below by filling in the blanks.	
Column 1:	List the additional products you wish to license in your initial order. If you choose to license more than 10 additional products, attach a separate sheet with the information required below.
Column 2:	Next to each additional product you select, insert "L&SA" in column 2 unless you are eligible to order Software Assurance only (in which case you may insert the words "SA only" in this column). To determine if you are eligible to order Software Assurance only for any product, refer to subsection 4(a) of the Microsoft Enterprise Agreement (Placing the initial order). If you order some L&SA and some Software Assurance for the same product, list the product twice below using a separate line for each product type.
Column 3:	Indicate the product pool for each of the additional products that you selected in column 1. Consult the Product List to determine the appropriate product pool for each additional product.
Column 4:	Enter the license price level for the appropriate pool for each additional product from box 5(b) or 5(c), as applicable.
Column 5:	Enter the appropriate quantity of licenses for each additional product you choose to license.
Column 6:	Your reseller or Microsoft account manager will provide the annual additional product per license reference price in this column. The license reference price will be based on the price level for that additional product as identified in box 5(b) or 5(c), as applicable.
Column 7:	Your reseller or Microsoft account manager will multiply column 5 by column 6 to compute the annual additional product license reference price.
Column 8:	Your reseller or Microsoft account manager will multiply column 7 by 3 (for the 3 year term) to compute the total additional product license reference price.
Box 9:	Your reseller or Microsoft account manager will add the rows in column 7 to compute the total initial annual additional product license reference price.

Additional Product Selection Table:

1 Additional Product	2 Product Type	3 Product Pool	4 Price Level	5 Quantity	6 Annual additional product per license reference price	7 Annual additional product reference price	8 Total additional product reference price
VISIO PRO	L+SA	APPLICATION	D	1	198	198	594
... PRO	L+SA	APPLICATION	D	1	393	393	1179
SQL SERV ENT	L+SA	SERVER	D	1	10,998	10,998	32,994
WINDOWS SERVER STD	L+SA	SERVER	D	1	329	329	987
WINDOWS ENTERPRISE	L+SA	SERVER	D	1	1069	1069	3207
SHAREPOINT PORTAL SVC	L+SA	SERVER	C	1	1832	1832	5496
EXCHANGE SERVER ENT	L+SA	SERVER	D	1	1831	1831	5493
VIRTUAL SERVER ENT	L+SA	SERVER	P	1	97	97	291
VIRTUAL PC	L+SA	APPLICATION	D	1	48	48	144
WINDOWS WEB	L+SA	SERVER	D	1	183	183	549
Total Initial Annual Additional Product Reference Price:						**9**	

Enterprise Order Form

	Complete the table below by filling in the blanks.
Column 1:	List the additional products you wish to license in your initial order. If you choose to license more than 10 additional products, attach a separate sheet with the information required below.
Column 2:	Next to each additional product you select, insert "L&SA" in column 2 unless you are eligible to order Software Assurance only (in which case you may insert the words "SA only" in this column). To determine if you are eligible to order Software Assurance only for any product, refer to subsection 4(a) of the Microsoft Enterprise Agreement (Placing the initial order). If you order some L&SA and some Software Assurance for the same product, list the product twice below using a separate line for each product type.
Column 3:	Indicate the product pool for each of the additional products that you selected in column 1. Consult the Product List to determine the appropriate product pool for each additional product.
Column 4:	Enter the license price level for the appropriate pool for each additional product from box 5(b) or 5(c), as applicable.
Column 5:	Enter the appropriate quantity of licenses for each additional product you choose to license.
Column 6:	Your reseller or Microsoft account manager will provide the annual additional product per license reference price in this column. The license reference price will be based on the price level for that additional product as identified in box 5(b) or 5(c), as applicable.
Column 7:	Your reseller or Microsoft account manager will multiply column 5 by column 6 to compute the annual additional product license reference price.
Column 8:	Your reseller or Microsoft account manager will multiply column 7 by 3 (for the 3 year term) to compute the total additional product license reference price.
Box 9:	Your reseller or Microsoft account manager will add the rows in column 7 to compute the total initial annual additional product license reference price.

Additional Product Selection Table:

1 Additional Product	2 Product Type	3 Product Pool	4 Price Level	5 Quantity	6 Annual additional product per license reference price	7 Annual additional product reference price	8 Total additional product reference price
PROJECT SERVER	L+SA	SERVER	D	1	347	347	1041
PROJECT STD	L+SA	APPLICATION	D	1	236	236	705
PROJECT SERVER CLIENT DEVICE	L+SA	SERVER	D	1	61	61	183
Total Initial Annual Additional Product Reference Price:						9	1,872

(CONTINUED)

Enterprise Order Form

b. Subsequent additional product orders.

The license reference price for any new additional product not initially included in your enrollment will be the then current reference price for your price level for that product as of the date of your order. We will invoice your reseller in total upon our acceptance of your order. Once you have placed the first order for copies of a new additional product, you may run additional copies of that product at any time and order them as described in subsection 7(c) (True Up Orders for Additional Products).

c. True up orders for additional products.

The license reference price for additional products initially included in your enrollment and covered by any true up order submitted during the initial term is set forth below. That license reference price is based on the price level identified in the box in 5(b) or 5(c) above, as applicable. The true up license reference price for any new additional products will be the then current true up reference price for your price level for that product as of the date of your first order for that product. We will invoice your reseller in total upon our acceptance of your true up order.

Complete the table below by filling in the blanks.	
Column 1:	Enter each of the additional products you selected in subsection 7(a) (Initial Order for Additional Products) here. If you have chosen to license more than 10 additional products, attach a separate sheet.
Columns 2 - 4:	Your reseller or Microsoft account manager will provide the true up license reference prices for each anniversary in these columns.

Additional Product True Up Price Table:

1 Additional Product	2 First-year true up reference price	3 Second-year true up reference price	4 Third-year true up reference price
VISIO PRO	546	454	362
PROJECT PRO	1057	904	722
SQL SER ENT PROCESSOR	39,499	25,537	21,14
WINDOWS SERVER STD	913	776	635
WINDOWS SERVER ENT	2,975	2,520	2,04
SHAREPOINT PORTAL SRV	5,101	4,317	3,532
EXCHANGE SERVER ENT	5,101	4,316	3,532
VIRTUAL SERVER ENT	270	228	187
VIRTUAL PC	133	110	89
WINDOWS WEB SERVER	534	451	353

8. First-year order summary

The table below summarizes information about your order collected elsewhere in this enrollment, as well as information necessary for us to process that order. This table should be completed for customers with 250-750 desktops and other customers whose resellers are not receiving a Channel Price Sheet from us. The part number and price level information required below is provided to your reseller on the Enterprise

Enterprise Order Form

b. Subsequent additional product orders.

The license reference price for any new additional product not initially included in your enrollment will be the then current reference price for your price level for that product as of the date of your order. We will invoice your reseller in total upon our acceptance of your order. Once you have placed the first order for copies of a new additional product, you may run additional copies of that product at any time and order them as described in subsection 7(c) (True Up Orders for Additional Products).

c. True up orders for additional products.

The license reference price for additional products initially included in your enrollment and covered by any true up order submitted during the initial term is set forth below. That license reference price is based on the price level identified in the box in 5(b) or 5(c) above, as applicable. The true up license reference price for any new additional products will be the then current true up reference price for your price level for that product as of the date of your first order for that product. We will invoice your reseller in total upon our acceptance of your true up order.

Complete the table below by filling in the blanks.	
Column 1:	Enter each of the additional products you selected in subsection 7(a) (Initial Order for Additional Products) here. If you have chosen to license more than 10 additional products, attach a separate sheet.
Columns 2 - 4:	Your reseller or Microsoft account manager will provide the true up license reference prices for each anniversary in these columns.

Additional Product True Up Price Table:

1 Additional Product	2 First-year true up reference price	3 Second-year true up reference price	4 Third-year true up reference price
PROJECT SERVER	965	517	669
PROJECT STD	653	543	432
PROJECT SERVER CLIENT DEVICE	170	144	119

(CONTINUED)

8. First-year order summary

The table below summarizes information about your order collected elsewhere in this enrollment, as well as information necessary for us to process that order. This table should be completed for customers with 250-750 desktops and other customers whose resellers are not receiving a Channel Price Sheet from us. The part number and price level information required below is provided to your reseller on the Enterprise

Enterprise Order Form

Agreement Price List. The language option for each of the products that will be invoiced to your reseller will be what you selected in section 2 (Selecting your language option).

Your reseller will complete the table below on your behalf.

Price list month
(The month in which you sign this enrollment, unless your signature date precedes our signature date by more than 30 days. In that case, it will be the month in which we sign the enrollment.)

FEB 2006

Purchase period
(Reference prices below correspond to the "Add at Signing" purchase period on the product price list.)

"Add at Signing"

Column 1:	Insert the Microsoft part number for the products selected in sections 6(a) and 7(a).
Column 2:	For enterprise products, enter the same product type as entered in subsection 6(a). For additional products, enter the same product type as entered in subsection 7(a).
Column 3:	Insert the Microsoft offering ("enterprise" for each of the products you selected in subsection 6(a), and "additional" for each of the products you selected in subsection 7(a)).
Column 4:	For enterprise products, enter the price level as entered in box 5(b). For the additional products, enter the price level as entered in box 5(b) or 5(c), as applicable.
Column 5:	For each product, enter the intended country of use. Refer to subsection 2(e) of the Microsoft Enterprise Agreement (Reporting Country of Use) if you have questions. For any product which you intend to run in more than one country, enter the information for that product on separate lines in the table below for each intended country of use.
Column 6:	For each enterprise product, enter the qualified desktop count entered in box 5(a). For additional products, enter the quantity for each additional product as entered in subsection 7(a) (Initial Order for Additional Products).

Enterprise and Additional Product Billing Summary:

1 Microsoft Part Number	2 Product Type	3 Offering	4 Price Level	5 Country of Use	6 Quantity
269-05924	L+SA	ENTERPRISE	D	US	5400
E85-01013	L+SA	ENTERPRISE	D	US	5400
602b-01551	L+SA	ENTERPRISE	D	US	5400
D57-01251	L+SA	ADDITIONAL	D	US	1
H30-00351	L+SA	ADDITIONAL	D	US	1
P73-00202	L+SA	ADDITIONAL	D	US	1
P72-00164	L+SA	ADDITIONAL	D	US	1
H04-00321	L+SA	ADDITIONAL	D	US	1
39R-02611	L+SA	ADDITIONAL	D	US	1
A4P-00104	L+SA	ADDITIONAL	D	US	1
T3P-00057	L+SA	ADDITIONAL	D	US	1
P30-00013	L+SA	ADDITIONAL	D	US	1

Enterprise Order Form

Agreement Price List. The language option for each of the products that will be invoiced to your reseller will be what you selected in section 2 (Selecting your language option).

Your reseller will complete the table below on your behalf.

Price list month
(The month in which you sign this enrollment, unless your signature date precedes our signature date by more than 30 days. In that case, it will be the month in which we sign the enrollment.)

FEB 2004

Purchase period
(Reference prices below correspond to the "Add at Signing" purchase period on the product price list.)

"Add at Signing"

Column 1:	Insert the Microsoft part number for the products selected in sections 6(a) and 7(a).
Column 2:	For enterprise products, enter the same product type as entered in subsection 6(a). For additional products, enter the same product type as entered in subsection 7(a).
Column 3:	Insert the Microsoft offering ("enterprise" for each of the products you selected in subsection 6(a), and "additional" for each of the products you selected in subsection 7(a)).
Column 4:	For enterprise products, enter the price level as entered in box 5(b). For the additional products, enter the price level as entered in box 5(b) or 5(c), as applicable.
Column 5:	For each product, enter the intended country of use. Refer to subsection 2(e) of the Microsoft Enterprise Agreement (Reporting Country of Use) if you have questions. For any product which you intend to run in more than one country, enter the information for that product on separate lines in the table below for each intended country of use.
Column 6:	For each enterprise product, enter the qualified desktop count entered in box 5(a). For additional products, enter the quantity for each additional product as entered in subsection 7(a) (Initial Order for Additional Products).

Enterprise and Additional Product Billing Summary:

1 Microsoft Part Number	2 Product Type	3 Offering	4 Price Level	5 Country of Use	6 Quantity
H22-00475	L+SA	ADDITIONAL	D	US	1
076-02036	L+SA	ADDITIONAL	D	US	1
H21-00415	L+SA	ADDITIONAL	D	US	1

(CONTINUED)

Enterprise Order Form

9. *Renewal orders.*

For any 36-month renewal, your renewal order will be invoiced to your reseller in three annual installments. The first installment will be invoiced upon our acceptance of the renewal order; the remaining installments will be invoiced at the next two anniversaries of the effective date of that renewal term. For any 12-month renewal and for any true up orders, we will invoice your reseller in total upon our acceptance of your order.

Reseller Information Form

> Your reseller should complete the following sections and sign this form where indicated.

General information

Reseller Company Name:	
Street Address:	
City and State / Province and Postal Code:	
Country:	
Contact Name:	
Phone Number:	
Fax Number:	
Email Address:	

The undersigned confirms that the reseller information is correct.

Name of Reseller	
Signature	
Printed Name	
Printed Title	
Date	

Appendix

Media Shipping Information Form - Starter CD Kit

Enrollment Information		Reseller Contact	
Agreement # (Reseller or Microsoft affiliate to complete)		Company Name:	
Enrollment # (Microsoft affiliate to complete)		Contact Name:	
Customer Contact Name:		Contact Email:	
		Contact Phone:	

At your option, Starter CD kits and CD-ROM subscriptions relating to your Enterprise Enrollment (identified above) will be shipped to the address set out below. Terms used but not defined in this form have the meanings given to them in your enrollment.

CD Kit Ship To Information *(* indicates required information)*	
Customer Name * TUFORMATION SECURE AGENCY INDIANAPOLIS / MARION COUNTY	Contact Name * MICHAEL MILLER
Street Address * 200 EAST WASHINGTON STREET SUITE 160	Contact Email Address * mkmiller @ indy.gov.org
City and State / Province * INDIANAPOLIS IN	Contact Phone Number * 317-327-3387
Country and Postal Code USA 46204	Contact Fax Number 317-327-5690

If you choose below to receive media, then upon our acceptance of your enrollment, we will send you your starter CD kit in the language(s) you select. This starter CD kit will be provided at no additional charge, in order to permit you to exercise the license rights granted under your enrollment and the related Enterprise Agreement. You may also subscribe to updates in the form of CDs, or upon reasonable notice, electronic download or similar other means. If you need additional CD kits and updates, you may order these through your reseller for a fee. For a complete list of the contents of any kit, visit the web site at http://selectug.mslicense.com.

☒ I **want** to receive a starter CD kit (media)   ☒ I **want** to subscribe to receive kit updates

☐ I **do not want** to receive a starter CD Kit (media)   ☐ I **do not want** to subscribe to receive kit updates

The charges for any purchased media may be subject to sales taxes based upon where media delivery occurs. If you are exempt from sales taxes in the media delivery location, please provide the applicable sales tax exemption documentation with your enrollment.

Appendix

For each language and group you wish to receive, mark the corresponding box with an X		
Language	Enterprise Kit	Mapping Kit*
English	☒	☒
English/MultiLanguage**	☐	
Arabic	☐	
Brazilian Portuguese	☐	
Chinese Simplified ***	☐	
Chinese Traditional	☐	
Chinese Traditional Hong Kong/Pan-Chinese	☐	
Czech	☐	
Danish	☐	
Dutch	☐	
Finnish	☐	
French	☐	☐
German	☐	☐
Greek	☐	
Hebrew	☐	
Hungarian	☐	
Italian	☐	☐
Japanese	☐	
Korean	☐	
Norwegian	☐	
Polish	☐	
Portuguese	☐	
Russian	☐	
Spanish	☐	☐
Swedish	☐	
Thai	☐	
Turkish	☐	

* Mapping Kit is not available for use in or shipment to, India, Hong Kong SAR, Macau SAR, China, Morocco, Pakistan, and Turkey

** Before installing any of the Multilanguage Packs, the English version of the product must first be installed. If you order English/Multilanguage, you must also order English

*** Chinese Simplified Enterprise Kit does not include Windows Professional. Contact your reseller for separate fulfillment of Windows Professional media in Chinese Simplified.

█ = Not Available

Microsoft State and Local Government

Enterprise *Enrollment- Amendment 001*

Enterprise Agreement number *Reseller to complete*	OIE G5240	Microsoft Business Agreement number (if applicable) *Reseller to complete*	
Enrollment number *Microsoft affiliate to complete*		Proposal ID#	001-fsilver-sl-INDY1

This amends the Microsoft State and Local Government Enterprise Enrollment identified above between the City of Indianapolis and Microsoft Licensing, GP as of the effective date identified below. Any terms that are used but not defined in this amendment will have the same meanings as in the enrollment.

I.   Amendment.

The following statement is added to the Enterprise Enrollment:

This Enterprise Enrolment will be purchased through Northrop Grumman Information technology, Inc. pursuant to the Information Technology Service Agreement between the City of Indianapolis and Marion County, Indiana and Northrop Grumman Information Technology, Inc., section 1.4.1 (executed August 2004), whereby Northrop Grumman is contractually authorized to make on behalf of the Information Services Agency information technology procurements including but not limited to, hardware, software, network facilities, and software licenses. All purchases by Northrop Grumman Information technology, Inc. shall be made through a Microsoft Certified Reseller.

II.   Effect of Amendment.

Except as specifically amended by this amendment, all provisions of the enrollment shall remain unchanged and in full force and effect. You must execute and return 2 copies of this amendment to the address below on or before March 15, 2006 in order for the terms and conditions of this amendment to be considered by Microsoft Licensing, GP.

Microsoft Licensing, GP
Attn: Dept. 551, Volume Licensing
6100 Neil Road, Suite 210
Reno, NV 89511-1137

Customer	Contracting Microsoft Affiliate
Name INFORMATION SERVICES AGENCY INDIANAPOLIS / MARION COUNTY	Microsoft Licensing, GP
Signature	Signature
Printed Name SHITAL PATEL	Printed Name
Printed Title CHIEF FINANCIAL OFFICER (CFO)	Printed Title
Signature Date	Effective Date

Prepared by:Forrest Silverman
Licensing Executive

RESOLUTION #06-06

INFORMATION TECHNOLOGY BOARD

Resolution to Proceed with Microsoft Enterprise Enrollment

Whereas, in September 2005 the Information Services Agency (ISA) began a project to move the City/County enterprise to a Microsoft environment, and

Whereas, this decision will have great benefit for the City/County by standardizing versions of the Windows Operating System, Office Professional Suite software and Exchange email communications software, and

Whereas, additional improvements and savings will be realized through volume pricing and Assurance, which provides for updates of new software versions, and

Whereas, the next step in this process is the formal adoption of the Microsoft Enterprise Enrollment.

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes the Chief Information Officer to initiate the Microsoft Enterprise Enrollment process for the City of Indianapolis/Marion County.

_____
Robert J. Clifford, Chairman
Information Technology Board

_____
Linda M. Enders, Secretary
Information Technology Board

February 28, 2006

Major Project Updates: Property System

- **The Property System Replacement Project Steering Committee has completed the RFP process.**
- **Negotiations with the top responder are in process.**

Major Project Updates: Statewide Voter Registration

- **ISA/Quest Help Desk issues have been resolved – MOU being revised for approval**
- **Marion County remains very concerned about the overall performance and reliability of First Tuesday (time to enter data, downtime and responsiveness)**
  - Marion County has requested a weekly download from Quest that contains all MC voter registration and signature file information.
  - The intent is to supply this information to our legacy system provider to be used to populate a backup system
  - The process has been authorized, but it's unclear when and how this process will take place

- **Marion County continues to volunteer to be involved with workflow improvement committees and "new build" quality assurance teams**
- **At this time signatures are not being electronically delivered to the counties. This limits the ability to fully utilize the on-line connectivity to the BMV**

PROJECT UPDATE

JUSTIS .net — Marion County, Indiana

STAGE ONE	STAGE TWO					STAGE THREE						
Plan	Prepare Dev and Test Environments					Upgrade JUSTIS to JUSTIS.NET						
Scope Definition / Activity Definition / Resource Plan / Cost Estimates / Authorize Project	Finalize Hardware & Software Requirements	Establish Financing	Facilitate Purchase	Accept Delivery	Setup Hardware & Software	Phase 1 Convert Code and Data	Phase 2 Extend Database	Phase 3 Create Middle Tier	Phase 4 User Acceptance Testing	Phase 5 Cleanup	Phase 6 User Interface & Go Live	
	100%	100%	100%	100%	100%							

Effort Estimate: (calendar days)

	37 days	67 days	5 days	31 days	55 days	Stage Three: 14 months

Authorized 4-20-05

9/16/05 — *5-27-05*

9/21/05 — *8-2-05*

9/28/05 — *8-7-05*

11/07/05 — *9-21-05*

1/23/06 — *11-15-05*

07/11/05 (offsite)

04/15/06 — *03/01/06*

9/30/06 — *8/15/06*

Phase I Update

JUST S net
MARION COUNTY, Indiana

Aß?? → 2.4K Programs 2.5M Lines → AbD.
100 %

1.0M Lines of Code Converted (40%)
60 % / 40 %

Aß?? → 1.8K Panels → AbD.
100 %

720 Screens Converted (40%)
60 % / 40 %

Aß?? → 254 Tables 290m Records → AbD.
100 %

290M Records loaded to DB (100%)
100 %

Completed November 05

Microsoft SQL Server 2005

January 31, 2006

Date Approved	Dept.	Description	Vendor	Annual $ Amount	Total $ Amount	Funding Department or chargeback	Notes
2/6/2006	ISA	Maintenance Renewal (Anchorpoint Telecom Software)	Anchorpoint	11,660.00	11,660.00	ISA	
2/6/2006	ISA	Internet Service Agreement N Post Rd.	Time Warner	1,670.00	60,120.00	ISA	

Approval under the authority of the IT Board for contracts under $100,000   IT Board-Attachment