Date: February 23, 2010  Time: 9:30-11:00 am  Location: CCB Room 260

Chairman: Michael W. Rodman  CIO: Glen A. Baker

Minutes:
- Approval of the January 26, 2010 Meeting Minutes – Mr. Michael Rodman
- Approval of the February 19, 2010 Memoranda for Working Session – Mr. Michael Rodman

Status Updates:
- IT Board Business – Mr. Michael Rodman
- ISA Report – Mr. Glen Baker
- ISA Financial Report – Mr. Aaron Hood
  - 2009 Final Review

Action Items: (This is in Presenter order – to make presenting easier)
- Resolution 10-08: BCforward – Project Manager ERP Project – Mr. Glen Baker
- Resolution 10-01: EARC: Visa Check Property Taxes – Mr. Rick Petrecca
- Resolution 10-03: Lobbyist Filing Fee – Mr. Rick Petrecca
- Resolution 10-05: Online Document Access Funding – Mr. Rick Petrecca
- Resolution 10-06: Enhanced Access Fees for Online Document Access – Mr. Rick Petrecca
- Resolution 10-04: Microsoft Premier Support Agreement – Mr. Kevin Ortell
- Resolution 10-07: Prescient Kofax – Mr. Kevin Ortell

Discussion Items:
- Accela Project Update – Mr. Kevin Ortell
- IT Consolidation Study – Mr. Glen Baker

Adjourn:
The next scheduled IT Board meeting is on March 30, 2010 at 9:30 AM in CCB Room 260

Attachments:
Contracts< $100,000
Date: January 26, 2010  Time: 9:30-11:00 am  Location: CCB Room 260

Chairman: Michael W. Rodman  CIO: Glen A. Baker

Information Technology Board Members Present:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michael Rodman</td>
<td>Marion County Treasurer</td>
<td>Chairperson, Voting Member</td>
</tr>
<tr>
<td>Jennifer Ruby</td>
<td>City-County Council Appointee</td>
<td>Secretary, Voting Member</td>
</tr>
<tr>
<td>David Reynolds</td>
<td>City Controller</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Greg Bowes</td>
<td>Marion County Assessor</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Julie Phealon</td>
<td>Mayoral Appointee</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Mark Renner</td>
<td>Acting Director of Public Safety</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Judge William Young</td>
<td>Marion County Superior Court</td>
<td>Voting Member</td>
</tr>
<tr>
<td>Major Emil Daggy</td>
<td>Marion County Sheriff’s Department</td>
<td>Proxy Voting Member</td>
</tr>
<tr>
<td>Glen Baker</td>
<td>Information Services Agency</td>
<td>Chief Information Officer</td>
</tr>
<tr>
<td>April Schultheis</td>
<td>Office of Corporation Counsel</td>
<td>Legal Counsel</td>
</tr>
<tr>
<td>Beth White</td>
<td>Marion County Clerk</td>
<td>Voting Member</td>
</tr>
</tbody>
</table>

Information Technology Board Members Not Present:

Present: Cheryl Walters, Phil Brummit, Chuck Carufel, Dan Pavey, Rick Petrecca, Toni Parks, Beverly Dillon-Macy, Ernie Penquite, Amber Craig, Giesla Schepers, Barbara Thompson.

Guests: Jim Hassee, ACS; Sean Fahey, ACS; Marv Thornsberry, DAI; Jason Sondhi, Sondhi Solutions; Joe Lex, Northrop Grumman; Jeff Hayhow, Northrop Grumman; Mark Simmermon, Northrop Grumman; John DeCocq, Northrop Grumman; Jeff Snodgrass, Northrop Grumman; Jon Kizer, Direct Path; Diane Rodgers, HP; David Reed, Apparatus; Matt Javit, Sogeti; Wendy Thanisch, Purchasing; Ami Guilfoy, LoGO; Mitch Carey, LoGO; Tonya Hanshew; CSCI; Dale Loyd, ENTAP; Nicole Randol, DCE; Todd Tolson, BCforward; Brian Detm, CSCI Consulting.

The January 26, 2010 IT Board Meeting was called to order at 9:33am by Mr. Rodman, Chairman.

Minutes

Approval of the December 15, 2009 IT Board Meeting Minutes

Judge Young made a motion to approve the December 15, 2009 IT Board Meeting Minutes and the motion was seconded by Ms. Ruby, and carried with assenting votes from Mr. Renner, Major Daggy, Ms. White, Mr. Bowes, Ms. Phealon and Mr. Reynolds.
IT Board Business

Chairman Rodman requested a working board meeting be scheduled to review Mr. Baker’s performance goals of the past six months and set new ones.

ISA Report

Mr. Glen Baker, CIO, presented the ISA Report as follows:

Mr. Baker congratulated Mr. Aaron Hood, CFO for ISA, on being selected to the new role of dedicated ERP Project Director reporting to Controller Reynolds. The CFO position will be posted possibly today. Wish him the best of luck!

Two completed initiatives this month:

1) ISA/NG Transition
   a. This was a very large effort that included transitioning contracts, purchasing and cabling processes to ISA from NG. We also modified countless other processes and services.
   b. Big thank you to the NG Team, many ISA team members, Purchasing, OCC lead by April Schulthesis and most of all Kevin Ortell, Deputy CIO, who led the efforts.

2) Voter Information Portal
   a. We have a demo scheduled for later in the meeting.
   b. Thanks to Chuck Carufel and Cheryl Spencer from ISA, DAI and the Clerk’s Election Team.

Two projects went yellow this month:

1) WAN Services Migration
   a. Delayed one month due to difficulty getting some of the equipment needed.

2) OCC Contracts Document Management
   a. Delayed beyond January due to the time it’s taking to ensure all 250,000 pages of contracts from 2007 forward are redacted properly.

Two new initiatives added this month:

1) DCE Access Inventory Databases Replacement
   a. We have several older MSAccess databases – merged into 1 application.
   b. Drive efficiency and be better aligned with the processes being developed for Accela.
      (Building swipe cards, cell phones, police badges, cameras)

2) Indy.gov Redesign
   a. We are launching an effort to redesign indy.gov to be more visually attractive, improve usability and better support efforts to make indy.gov a citizen driven site focused on citizen information and service.
   b. Project is being sponsored by the Mayor’s office and will include a cross-functional steering committee including city and county representatives.
Brief update on a couple of other projects:

1) **Accela Implementation for DCE and HHC**
   a. Signed the new Accela contract in late December.
   b. Project is still on target to be implemented in late March.

2) **PVD Property System Project**
   a. Project tasks are progressing well.
   b. Auditor’s and Controller’s teams have worked long hours (nights & weekends) to complete work that will enable us to request net assessed value certification from the State.

3) **ERP Project**
   a. Still on target to complete solution and implementer selection and contract negotiation processes in late April.
   b. Software solution demonstrations started today.
   c. Implementation services proposals are due on February 3rd.

4) **Downtown Wireless Technical Evaluation**
   b. Appears that all parties are solidly behind the evaluation.
   c. Should sign the contract with NG this week and plan to begin work on the project mid-February.

5) **Citizen Service Web Portal**
   a. Development of pilot web portal is going well.
   b. Should be on target for roll-out of the top 10 MAC services in second quarter.
   c. We may be in a position to demonstrate an early version of the portal at next month’s Board meeting.

**Vendor Performance:** Both NG and DAI met all SLRs in December.

**ISA Financial Report**

Mr. Baker requested that in Mr. Hood’s absence the report stand as submitted.


**Expenses:** $45,512,726 was budgeted for 2009, $33,700,647 was used YTD 09, which equals 74.0% used overall. **Revenue:** $35,475,421 was budgeted for 2009, $33,396,424 was received YTD 09, which accounted for 94.1% collected. The 2009 budget includes approximately $6.6 million in prior year purchase orders which are still active and of that amount nearly $4.3 million has been spent. ISA records revenue in the year received. This includes payments received from the 4th Qtr 2008 billings and approximately $1.2 million from a prior year grant. There is also approximately $1 million in prior year revenue that we could receive this year from a fiscal ordinance.

The 3 main Service Areas show a total of $12,798,412 spent for YTD Nov 09 compared to $12,726,579 for YTD Dec 08. This made for a $71,833 variance.

Judge Young asked that a new line item be added to reflect rollovers from previous years.
Action Items

Resolution 10-01: EARC Visa Check Property Taxes

Mr. Rick Petrecca, Manager Systems Integration & Deployment of ISA presented this resolution:

Seeking approval from the Information Technology Board to approve Enhanced Access fees for the collection of Property Taxes via Visa Debit Card. EARC determined a fixed fee not to exceed of $3.95 should be established for the payment of property taxes online via Visa Debit Cards.

Discussion by the board brought up if due diligence was done to make sure Visa charges were compared and reviewed across the enterprise.

Mr. Reynolds made a motion to table Resolution 10-01. The motion was seconded by Judge Young, and the motion was tabled unanimously.

Resolution 10-02: to Approve Disbursal of Enhanced Access Funds for the Hosting for Board and Commissions Application

Mr. Rick Petrecca, Manager Systems Integration & Deployment of ISA presented this resolution:

Seeking approval from the Information Technology Board to authorize the Marion County Treasurers to disburse, subject to appropriation of the funds by the City-County Council, an amount not to exceed Three Thousand Seven Hundred Sixty dollars ($3,760.00) from the enhanced Access Fund to fund the April through December 2010 hosting costs for the Marion County Board and Commissions Application.

Ms. White made a motion to approve Resolution 10-02. The motion was seconded by Judge Young, and the motion passed unanimously.

Resolution 10-03: to Approve Enhanced Access fees for the collection of Lobbyist Filing Fees

Mr. Rick Petrecca, Manager Systems Integration & Deployment of ISA presented this resolution:

Seeking approval from the Information Technology Board to authorize the deduction of enhanced access and credit card processing fees totaling $5.50 from the Lobbyist Filing Fee to pay for hosting of the Lobbyist Registration application.

Discussion by the board was questioning fees for Lobbyist compared to citizens.

Ms. White made a motion to table Resolution 10-03. The motion was seconded by Ms. Ruby, and the motion was tabled unanimously.
Discussion Items

IT Team Members Update
Mr. Glen Baker, CIO of ISA, presented an update:

Since the last meeting the IT Team members were finalized by the Functional Groups and we had a kickoff meeting on January 21st.

Mr. Baker wanted to announce the IT Team members and thank them for their future service.

- Jeff Hayhow, Program Manager for NG
- Samantha Karn, OCC - representing the Internal Services Functional Group
- Scott Hohl, Clerk’s Office – representing Judicial Functional Group
- Glen Ruegsegger, IMPD – representing the Public Safety Functional Group
- Chuck White, OFM – representing the Financial Functional Group
- Nicole Randol, DCE – representing the Citizen Services Functional Group

ISA appreciates their participation on this Governance team that will in part review and prioritize major initiatives, review and provide direction for Major IT policy and provide support and communication throughout the enterprise.

Voter Information Portal Demo
Mr. Chuck Carufel, Manager Systems Development for ISA, presented a demonstration on how to use the new Voter Information Portal. Will have the application available for the Spring Primary and some of the enhancements are:

- Sample Ballots
  - Ms. White pointed out that there will be around 3,700 different ballots
- Poll locator with polling place photos maps, driving directions and enhanced aerial photography.
- Enter birth date and application will verify if you are registered to vote from that address
  - Ms. White stated this is very important since many people forget that if they move or change their names they must re-register to vote
- Clerk’s office will have the ability to add functionality at the appropriate time in the election process easily with a web interface not requiring ISA data entry as is the case with our legacy application.

Ms. White made an announcement that candidate filing is open.

Mr. Rodman adjourned the January 26, 2010 IT Board meeting at 10:56 a.m.
MEMORANDA OF PUBLIC MEETING  
INFORMATION TECHNOLOGY BOARD WORKING SESSION  
February 19, 2010  
City County Building, Room 224, 9:30 a.m.

Members in Attendance: Judge William Young, Marion County Superior Court; Greg Bowes, Assessor; Mark Renner, Deputy Director of Public Safety; David Reynolds, Controller; Michael Rodman, Treasurer; Major Daggy, Marion County Sheriff's Department; Beth White, Marion County Clerk; Jennifer Ruby, City County Council Appointee

Also in attendance: Glen Baker, Chief Information Officer; April Schultheis, Assistant Corporation Counsel; Kevin Ortell, Deputy Chief Information Officer; Rick Petrecca, Manager Systems Integration & Deployment

Members not in Attendance: Julie Phealon, Mayoral Appointee

The Marion County Information Technology Board (“IT Board”) conducted a Working Board Session on Friday, February 19, 2010, at 9:30 a.m. The meeting took place in the Room 224 of the City-County Building, located at 200 E. Washington Street, Indianapolis, Indiana, 46204. The Board received information presented by the Chief Information Officer regarding the following:

- EARC Initiatives  
- February Board Meeting Agenda  
- CIO Goals and Results  
- ISA Goal-Oriented Performance Plan  
- CIO $100,000 Approval Limit  
- Q1 2010 18 Month Technology Plan

The board discussed the agenda for the next Board meeting. No votes were taken. The Board certifies that no other matters were discussed. The meeting concluded at 10:00 a.m.

Michael Rodman, Chairman  
Information Technology Board

Jennifer Ruby, Secretary  
Information Technology Board
## ISA Project Status

<table>
<thead>
<tr>
<th>Project</th>
<th>BI</th>
<th>Phase</th>
<th>Scheduled Finish Date</th>
<th>Time</th>
<th>Budget</th>
<th>Scope</th>
<th>Overall Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCC Contracts Doc Mgmt</td>
<td>BI3</td>
<td>Executing</td>
<td>03/25/2010</td>
<td>Green 01/31</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Accela (DCE, HHC, Lic Lite)</td>
<td>BI2</td>
<td>Executing</td>
<td>03/31/2010</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Indy.gov Redesign Phase 1</td>
<td>BI3</td>
<td>Executing</td>
<td>03/31/2010</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Courts HR &amp; Payroll Phase 1</td>
<td>BI2</td>
<td>Executing</td>
<td>04/01/2010</td>
<td>Green 02/03</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Hansen Map Viewer</td>
<td>BI2</td>
<td>Executing</td>
<td>04/30/2010</td>
<td>Yellow 02/28</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>eFiling</td>
<td>BI1</td>
<td>Executing</td>
<td>04/30/2010</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Wide Area Network Services Migration</td>
<td>BI2</td>
<td>Executing</td>
<td>04/30/2010</td>
<td>Green 03/31</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>PVD Property System</td>
<td>BI2</td>
<td>Executing</td>
<td>04/30/2010</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>ERP Business Reqs and Solution Selection</td>
<td>BI2</td>
<td>Executing</td>
<td>04/30/2010</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Citizens Service Web Portal Phase 1</td>
<td>BI3</td>
<td>Executing</td>
<td>05/15/2010</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Office 2007 Implementation</td>
<td>BI2</td>
<td>Executing</td>
<td>07/31/2010</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Downtown Wireless Technical Evaluation</td>
<td>BI7</td>
<td>Planning</td>
<td>06/30/2010</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>IT Consolidation Study</td>
<td>BI2</td>
<td>Planning</td>
<td>07/31/2010</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Integrated Regional Information System (IRIS)</td>
<td>BI7</td>
<td>Planning</td>
<td>TBD</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Regional EOC</td>
<td>BI7</td>
<td>Initiating</td>
<td>TBD</td>
<td>On-Hold</td>
<td>On-Hold</td>
<td>On-Hold</td>
<td>On-Hold</td>
</tr>
</tbody>
</table>

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

**Accela Automation**
Implementation of a land management system. Accela will replace many legacy systems and institute automation into several manual processes. Major project stakeholders include Department of Metropolitan Development, Department of Code Enforcement and Marion County Health and Hospital. We are currently implementing basic Accela functionality and business licensing “lite” for DCE and HHC.

**Citizen Service Web Portal**
This project will create an on-line, web-based citizen portal for a wide variety of city/county services. The project will include upgrading the capability of our back-end CRM system. The new on-line portal will ultimately include multi-lingual and map capabilities. Phase 1 includes the ability to enter and status service requests for our top ten services using either text or map based services.

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

**Downtown Wireless Technical Evaluation**
The objective of this initiative is to provide technical designs, cost estimates and preliminary build-out plans for applicable downtown wireless network alternatives. The downtown wireless network must address current and future public safety requirements as well as other city/county applications that can benefit from wireless networks (i.e. parking meters, mobile workforce and Super Bowl information kiosks). We have asked Northrop Grumman, our network services vendor, to provide a study proposal.

**eFiling (Marion Superior Court)**
The Marion Superior Court requires each case to be filed in JUSTIS. Two case types MF (mortgage and foreclosures) and CC (civil collections) make up 67% of the cases filed. MSC is looking to provide an option for law firms file these cases electronically through Lexis/Nexis and then pass the data to JUSTIS. This project must maneuver through a maze of approvals through the Indiana Supreme Court and local rules to allow such an electronic process.

**Enterprise Resource Planning (ERP) – Business Requirements and Solution Selection**
The scope of this initiative is to gather detailed requirements for an ERP implementation, select an ERP Solution, select an implementation provider (Integrator), and negotiate solutions and implementation contracts.

**Hansen Map Viewer**
This web-based application will provide DPW employees with the ability to view and analyze Hansen IMS work item information created within the GIS via the new Hansen Mapping Workflow service. The application will also provide the ability to retrieve associated work order cost information by executing existing queries into the Hansen system via a custom web service wrapper.

**Integrated Regional Information System (IRIS)**
A centralized database to properly identify criminals and suspects that officers come into contact with. The goal is to be able to pull data from other surrounding county policing applications in order to have a complete history background on an individual. Indianapolis Metropolitan Police Department is initiating collaboration with 30 surrounding counties to participate in the IRIS project which is grant funded.

**Indy.gov Redesign and Implementation**
Indy.gov is the major source of information and services for the citizens of Indianapolis and Marion County. The current design is not visibly attractive, fails to meet usability standards and requires enhancement to support our drive to make Indy.gov a citizen service site. This project will be a cross-functional effort that will include research, planning, site design, development, implementation and marketing.

**IT Consolidation Study**
The purpose of this project is for the Chief Information Officer to identify opportunities for efficiencies, including cost savings and increase information security, to be gained by further consolidation of information technology support services throughout the city and county government. The CIO will report back to the council on the findings and recommendations. This project is mandated by proposal no.475, 2009.
**OCC Contracts Document Management**
The document management project is an opportunity for OCC and Purchasing to make documents available online to the public. This project will also allow for OCC and Purchasing to more efficiently access their internal working documents. The project scope includes 1) scanning all contracts initiated in 2007 forward as well as all open contracts, 2) redacting all scanned contracts except 2007 and 3) publishing all scanned contracts except 2007, 4) implementing the processes required to scan, redact and publish new contracts going forward.

**Office 2007 Implementation**
This initiative will upgrade Office 2003 to Office 2007 in all City / County Agencies. Office 2007 will provide City / County employees with enhanced tools and features while keeping the enterprise current on a Microsoft supported Office Productivity package. Office 2007 has been available to early adopters for some time but we are currently planning a more aggressive roll-out that will take place department by department. Rolling out in phases will allow us to test each department’s Office macros and existing applications to insure compatibility. Because Office 2007 includes a new look and feel, most notably a new menu structure, emphasis will be placed on providing training resources to users throughout the project.

**PVD Property System**
This initiative is to implement and migrate to a new PVDNet property tax system running in a distributed computing architecture. The scope includes supporting the Tax Reconciliation initiatives and aggressive tasks to get the tax billing process back on schedule. The major stakeholders on this project are the Treasurer, Auditor, and Assessor.

**Wide Area Network (WAN) Services Migration**
The objective of this initiative is to migrate off of the end-of-life legacy frame-relay circuits to a robust, scalable infrastructure that will immediately lower costs and improve service.

**Regional Emergency Operations Center**
The purpose of this initiative is to relocate the City/County’s primary Emergency Operations Center (EOC) to a facility that is better designed for housing and operating the services. The new EOC may be made available to other local governments.
Current Project Status, Milestones, & Issues

**Accela Automation – DCE/HHC/Business Licensing ‘Lite’**
- CR32 Complete
- ACA requirements Complete
- HWG case configuration complete (2/19)

**Upcoming Milestones**
- Tidemark conversion signoff – (2/26)
- Cold case conversion – (3/7)
- Phase 2 Go-Live – (3/29)

**Citizen Service Web Portal**
- Delivery of Portal – Create Service Request component

**Upcoming Milestones**
- Delivery of Portal – Service Request Status Tracking component (2/23)
- Delivery of Portal – Siebel Integration (3/15)
- Phase I Go Live (4/30)

**Courts HR & Payroll**
- Refine GEAC to GP data process
- Configure staff in new systems
- Configure applications in Citrix
- Prepare training materials
- Redefine HR business processes
- Last printed pay advise on 2/19/10
- Staff began Unitime time entry on 2/22/10

**Upcoming Milestones**
- First electronic pay advise (3/5)
- Employee/Supv Training (3/6)

**Downtown Wireless Technical Evaluation**
- Finalize and sign proposal agreement (12/28)
- Kickoff meeting with public safety and criminal justice entities (1/20)
- Technical Evaluation Begins (02/16)

**Upcoming Milestones**
- Participant Interviews Complete (3/05)
- Draft Prioritized Application List (4/01)
- Final Prioritized Application List (4/19)
- Proposed 3 Concepts (5/13)
- Finalized Proposal (6/17)

**eFiling (Marion Superior Court)**
- Nexis/Lexis data entry process for MSC complete

**Upcoming Milestones**
- DAI to complete batch transfer and JUSTIS import process (4/1)
- Go-Live is estimated to be end of April

**Enterprise Resource Planning (ERP) – Business Requirements and Solution Selection**
- Implementation Vendor proposals received (2/3)
- Software Vendor demonstrations completed (2/11)
- 2 Software Vendors elevated (2/17)

**Upcoming Milestones**
- On-site one-day Discovery Sessions with final 2 Software Vendors (3/9-10)
- Select final Software Vendor for contract negotiations (3/11)
- Elevate 3 Implementation Vendors (3/12)
- On-site one-day Interview Sessions with the 3 elevated Implementation Vendors (3/30-31 & 4/1)
- 2 Implementation Vendors elevated (4/5)
- On-site Discovery Sessions with final 2 Implementation Vendors (4/20-21)
- Select final Implementation Vendor for contract negotiations (4/23)

**Hansen Map Viewer**
- Software Requirements completed
- Commenced Development
- First iteration deployment and demonstration

**Upcoming Milestones**
- Development Complete (2/28)
- Testing (3/31)

**Issues**
- Resource availability

**Integrated Regional Information System (IRIS)**
- Project Manager started working with IMPD to plan and define the initiative

**Upcoming Milestones**
- Define requirements (1st Qtr 2010)
- Create and distribute RFP (2nd Qtr 2010)
- Select a solution (2nd Qtr 2010)
Indy.gov Redesign Phase 1
- Hire Project Lead (1/31)
- Planning Completed (2/19)

Upcoming Milestones
- Brand Development & Design (3/19)

IT Consolidation Study
- Council approval

Upcoming Milestones
- Hire Project Lead (3/01)
- Identify subject agencies (3/01)

OCC Contracts Document Management
- 2009 Professional Service Contract Redaction Completed
- 2009 Construction Contracts Redaction Completed
- 2009 Term Contracts Redaction Completed

Upcoming Milestones
- Scan 2008 Professional, Term and Construction Contracts into FileBound (2/28)
- Scan 2007 Professional, Term and Construction Contracts into FileBound (2/28)
- Public Viewing for 2009 Professional Service Contracts (3/5)
- Public Viewing for 2009 Construction Contracts (3/12)
- Public Viewing for 2009 Term Contracts (3/19)

Issues
- Redacting and reviewing contracts has proven to be a much bigger job

Office 2007 Implementation
- Office 2007 has been deployed to 2,636 computers; which represents 36% of the enterprise
- Deployed Office 2007 to Warren Township Trustees Office and the Mayor’s Action Center

Upcoming Milestones
- Conduct application and macro testing with Adult Probation and Community Corrections (2/26)
- Setup network switches in IMPD Roll Call Offices in preparation for the roll-out to IMPD (2/26)
- Deploy Office 2007 to Voter’s Registration, Human Resources, Auditor, Treasurer, OFM, and the MC Assessor’s Office (3/7)

Issues
- Some Desktops and Laptops must be refreshed to support this initiative.

Property System Replacement
- 09pay10 Tax Bills Timeline is on schedule
- Eleven functional areas are currently in user training/testing

Upcoming Milestones
- Final Rollout of All Functionality/Project Completion (4/30)
- 09pay10 Tax Bills Due Date (5/10)

Issues
- Near term tasks for 08pay09 2nd cycle settlement, 09pay10 tax bills and preparation for the upcoming tax sale could limit available test time for some users

Regional EOC
- Walkthrough of potential site at the old ATA data center completed by ISA and NG on 12/3

Upcoming Milestones
- Gather business requirements (2nd Qtr 2010)
- Develop project plan (2nd Qtr 2010)

Issues
- Project has been placed on hold due to funding issues.

Wide Area Network (WAN) Services Migration
- Installation of CCB head-in equipment (01/22)
- Migration of existing Opt-E-Man sites completed
- Migration to new mid-band Opt-E-Man sites underway

Upcoming Milestones
- Migration of all frame relay sites (04/30)
Vendor Performance

DAI: DAI met all of the established SLRs for the month of January. There were 284 Application Services tickets opened and 259 closed during the month.

Northrop Grumman: The ISA Helpdesk took 4369 requests for assistance in January. Northrop Grumman completed 509 regular Install, Moves, Adds and Changes (IMACs) for the month. Northrop Grumman met all SLAs for the month of January.

Project Keys

<table>
<thead>
<tr>
<th>Scope Expansion Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>VI</td>
<td>Vendor Issue – scope expansion due to vendor related issue</td>
</tr>
<tr>
<td>TI</td>
<td>Technical Issue – scope expansion due to technical related issue</td>
</tr>
<tr>
<td>RI</td>
<td>Resource Issue – scope expansion due to resource related issue such as resource availability</td>
</tr>
<tr>
<td>SC</td>
<td>Strategic Change – scope expansion due to change in strategic direction</td>
</tr>
<tr>
<td>BC</td>
<td>Business Change – scope expansion due to change in business or business process</td>
</tr>
</tbody>
</table>

Status Key

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue</td>
<td>Project has been completed. This is the last time it will appear on this report.</td>
</tr>
<tr>
<td>Red</td>
<td>The project is experiencing significant delays, potential cost overruns, scope increases or critical failure. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action or project replanning is needed. Projects that have gone red due to planned strategic changes will return to yellow or green once a revised plan is completed.</td>
</tr>
<tr>
<td>Yellow</td>
<td>The project is experiencing or in jeopardy of experiencing minor delays, cost over-runs or scope challenges. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget.</td>
</tr>
<tr>
<td>Green</td>
<td>Project is on time, on budget and/or on scope.</td>
</tr>
<tr>
<td>Black</td>
<td>This project has been placed on long term hold, terminated early, or retired</td>
</tr>
</tbody>
</table>

Phase Key

<table>
<thead>
<tr>
<th>Phase</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiating</td>
<td>Defining and authorizing the project, including prioritization.</td>
</tr>
<tr>
<td>Planning</td>
<td>Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.</td>
</tr>
<tr>
<td>Executing</td>
<td>Performing the work of the project according to the scope, schedule and cost baselines established in Planning</td>
</tr>
<tr>
<td>Complete</td>
<td>Formal acceptance of the product, service or result</td>
</tr>
</tbody>
</table>
Financial Report

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

2010 vs. 2009 January Year-to-Date Expenses

<table>
<thead>
<tr>
<th>Characters</th>
<th>2010</th>
<th>2010 %Used</th>
<th>2009</th>
<th>2009 %Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL EXPENSE</td>
<td>$33,861,908</td>
<td>4.8%</td>
<td>$38,155,897</td>
<td>5.6%</td>
</tr>
<tr>
<td>Char 1 - Personnel &amp; Fringes</td>
<td>$2,977,958</td>
<td>8.0%</td>
<td>$3,018,546</td>
<td>6.7%</td>
</tr>
<tr>
<td>Char 2 - Supplies</td>
<td>$323,229</td>
<td>0.0%</td>
<td>$25,793</td>
<td>0.0%</td>
</tr>
<tr>
<td>Char 3 - Contractual Services</td>
<td>$30,051,696</td>
<td>4.6%</td>
<td>$35,102,058</td>
<td>5.5%</td>
</tr>
<tr>
<td>Char 4 - Capital &amp; Equipment</td>
<td>$509,025</td>
<td>1.9%</td>
<td>$9,500</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Approximately $10 million in prior year purchase orders carried over into 2010. Of that amount, we have spent approximately $2.8 million in this calendar year.

2010 vs. 2009 January Year-to-Date Revenue

<table>
<thead>
<tr>
<th>Characters</th>
<th>2010</th>
<th>2010 %</th>
<th>2009</th>
<th>2009 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL REVENUE</td>
<td>$32,647,547</td>
<td>6.1%</td>
<td>$35,048,053</td>
<td>0.8%</td>
</tr>
<tr>
<td>Chargeback/Pass Through</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>$12,607,445</td>
<td>0.0%</td>
<td>$12,607,445</td>
<td>0.2%</td>
</tr>
<tr>
<td>County</td>
<td>$12,143,091</td>
<td>0.1%</td>
<td>$12,143,091</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$264,000</td>
<td>5.7%</td>
<td>$240,000</td>
<td>8.0%</td>
</tr>
<tr>
<td>Telephones</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>$1,355,111</td>
<td>8.3%</td>
<td>$824,093</td>
<td>13.9%</td>
</tr>
<tr>
<td>County</td>
<td>$915,900</td>
<td>0.0%</td>
<td>$545,699</td>
<td>14.4%</td>
</tr>
<tr>
<td>Other (Outside Agencies)</td>
<td>$312,000</td>
<td>4.0%</td>
<td>$148,993</td>
<td>32.2%</td>
</tr>
<tr>
<td>Miscellaneous Revenue</td>
<td>$5,050,000</td>
<td>36.6%</td>
<td>$8,538,732</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

ISA records its revenue in the year in which we receive it (i.e. “cash basis”). This includes payments received from the 4th quarter 2009 billings & approx. $1.8 million for prior year projects. There is also approx. $1 million in prior year revenue (fiscal ordinance) that we could receive this year.

2010 vs. 2009 Service Area Contract Comparison

<table>
<thead>
<tr>
<th>Actual Cost</th>
<th>YTD Jan-10</th>
<th>YTD Jan-09</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL</td>
<td>$319,359</td>
<td>$941,196</td>
<td>-$621,837</td>
</tr>
<tr>
<td>Service Area 1 (Data Center &amp; Network)</td>
<td>$0</td>
<td>$442,143</td>
<td>-$442,143</td>
</tr>
<tr>
<td>Service Area 2 (Help Desk &amp; Distributed Computing)</td>
<td>$0</td>
<td>$226,413</td>
<td>-$226,413</td>
</tr>
<tr>
<td>Service Area 3 (Application Development)</td>
<td>$319,359</td>
<td>$272,640</td>
<td>$46,719</td>
</tr>
</tbody>
</table>
### Year End Financial Report

#### 2009 Year End Expenses

<table>
<thead>
<tr>
<th>Characters</th>
<th>Revised Budget 2009</th>
<th>YTD Dec-09</th>
<th>2009 % Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL EXPENSE</td>
<td>$38,583,265</td>
<td>$29,386,593</td>
<td>76.2%</td>
</tr>
<tr>
<td>Char 1 - Personnel &amp; Fringes</td>
<td>$2,898,546</td>
<td>$2,825,160</td>
<td>97.5%</td>
</tr>
<tr>
<td>Char 2 - Supplies</td>
<td>$25,793</td>
<td>$7,523</td>
<td>29.2%</td>
</tr>
<tr>
<td>Char 3 - Contractual Services</td>
<td>$35,649,426</td>
<td>$26,549,476</td>
<td>74.5%</td>
</tr>
<tr>
<td>Char 4 - Capital &amp; Equipment</td>
<td>$9,500</td>
<td>$4,434</td>
<td>46.7%</td>
</tr>
</tbody>
</table>

Approximately $7.8 million for 2009 purchase orders was carried over into 2010.

#### 2009 Year End Revenue

<table>
<thead>
<tr>
<th>Characters</th>
<th>Budget 2009</th>
<th>YTD 2009</th>
<th>% Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL REVENUE</td>
<td>$35,475,421</td>
<td>$34,413,919</td>
<td>97.0%</td>
</tr>
</tbody>
</table>

**Chargeback/Pass Through**

- **City**
  - Budget 2009: $12,607,445
  - YTD 2009: $15,190,493
  - % Collected: 120.5%

- **County**
  - Budget 2009: $12,143,091
  - YTD 2009: $13,022,644
  - % Collected: 107.2%

- **Other (Outside Agencies)**
  - Budget 2009: $240,000
  - YTD 2009: $388,453
  - % Collected: 161.9%

**Telephones**

- **City**
  - Budget 2009: $824,093
  - YTD 2009: $1,358,396
  - % Collected: 164.8%

- **County**
  - Budget 2009: $545,699
  - YTD 2009: $936,526
  - % Collected: 171.6%

- **Other (Outside Agencies)**
  - Budget 2009: $148,993
  - YTD 2009: $357,617
  - % Collected: 240.0%

**Miscellaneous Revenue**

- Budget 2009: $8,966,100
- YTD 2009: $3,159,790
- % Collected: 35.2%
RESOLUTION # 10-08

INFORMATION TECHNOLOGY BOARD

Resolution to Proceed with Expenditure of costs for the Project Manager for Enterprise Resource Planning

WHEREAS, the ERP project requires expert project management resources to manage the implementation of the ERP solution; and

WHEREAS, ISA currently holds a Master Services Agreement with BCforward, formally known as Bucher and Christian, and ISA recommends the IT Board approve BCforward as the provider of project management resources needed to implement the solution; and

WHEREAS, the recommended contract shall have a not to exceed amount of Two Hundred Fifty Thousand Dollars ($250,000.00); and

WHEREAS, the term of the recommended services shall commence upon execution of the approved Statement of Work and continue through February of 2011; and

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board authorizes the Chief Information Officer, Glen A. Baker, to execute the reasonable and necessary agreement on behalf of the Information Services Agency with BCforward to provide the above described Project Management services in an amount not to exceed Two Hundred Fifty Thousand Dollars ($250,000.00).

________________________________
Michael W. Rodman, Chairman
Information Technology Board

________________________________
Jennifer Ruby, Secretary
Information Technology Board

February 23, 2010
RESOLUTION # 10-01

INFORMATION TECHNOLOGY BOARD

Resolution to Approve Enhanced Access fees for the collection of Property Taxes via VISA Debit Card

WHEREAS, the Marion County Treasurer's Office currently offers two on-line options for paying property taxes, via credit card and via electronic check; and

WHEREAS, the Marion County Treasurer's Office would like to offer the option of paying property taxes on-line via VISA Debit Card; and

WHEREAS, VISA allows payment of certain tax payments via VISA Debit Cards for a fixed fee not to exceed $3.95; and

WHEREAS, the Enhanced Access Review Committee has determined that a fee of $3.95 should be established for the payment of property taxes on-line via VISA Debit Cards; and

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board authorizes the establishment of $3.95 fee for payment of Property Tax payments on-line via VISA Debit Cards.

_______________________________
Michael W. Rodman, Chairman
Information Technology Board

_______________________________
Jennifer Ruby, Secretary
Information Technology Board

February 23, 2010
Executive Summary  
Marion County Treasurer’s Office - Visa Tax Payment Program

Introduction
Local Government Indiana Online (LoGO) has been requested to add a new Visa debit payment option to the Web and IVR Property Tax Payment Applications for the Marion County Treasurer’s Office. The new Visa Tax Payment Program (effective October 4, 2008) replaces the old Visa Tax Pilot Program which has concluded.

Approach
Variable (percentage based) fees are allowed except on Visa Debit Cards where a fixed fee must be applied and must not be greater than $3.95 for certain tax payments. The enhanced access fee transaction and the County/City Fee transaction must be submitted as separate transactions on the citizen’s receipt.

LoGO Indiana, in accordance with the new Visa rules and acceptance into the program, will provide tax payers with three payment options; credit card ($2.50 plus 2%), eCheck ($2.50 flat rate) and Visa Tax Debit Payment ($3.95). All payments currently display as separate line items on the citizen's receipt; one for tax fee and one for enhanced access and processing fees. The requested fees for this service are a $3.95 flat fee per property tax payment for Web and IVR services when a Visa Debit Card is used. LoGO Indiana will have access to a lookup table provided by Visa to ensure the card is a Visa Debit Card before processing the transaction.

Example Visa Debit Payment
Property Tax: $100.00
Processing and Enhanced Access Fee: $ 3.95
Total Charge: $103.95

Conclusion
The EARC recommends the flat fee of $3.95 for Visa Debit Card payments be authorized by the IT Board for tax payments made through the LoGO Indiana Web and IVR Payment Portals for property tax payments.
RESOLUTION # 10-03

INFORMATION TECHNOLOGY BOARD

Resolution to Approve Enhanced Access fees for the collection of Lobbyist Filing Fees

WHEREAS, Local Government Indiana Online (LoGO) has created a dynamic Lobbyist Registration application which provides functionality for three user groups – the lobbyist, public, and Department of Code Enforcement (DCE) administrators; and

WHEREAS, said Lobbyist Registration application fulfils a City/County ordinance requiring registration and annual report filing by Lobbyists; and

WHEREAS, the new Lobbyist Registration application will not charge a fee for lobbyist to register, but, by ordinance, will charge One Hundred Dollars ($100.00) for online annual filing; and

WHEREAS, the DCE has elected to pay for hosting of the Lobbyist Registration application by deducting credit card processing fees and enhanced access fees totalling $5.50 from the annual filing fee paid by Lobbyists; and

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board authorizes the deduction of enhanced access and credit card processing fees totalling $5.50 from the Lobbyist Filing Fee to pay for hosting of the Lobbyist Registration application.

________________________________
Michael W. Rodman, Chairman
Information Technology Board

________________________________
Jennifer Ruby, Secretary
Information Technology Board

February 23, 2010
Executive Summary
Lobbyist Annual Report Filing Fee

Introduction
The City of Indianapolis-Marion County has introduced an ordinance which will require lobbyists to register and file a report with the City/County on an annual basis. A lobbyist is defined as any individual who is primarily employed and receives payment, or who contracts for financial consideration, exceeding one thousand dollars ($1,000) in any calendar year, for the purpose of engaging in lobbying activity. Utilizing the online Lobbyist Application currently used by the State of Indiana will allow the City/County to collect fees and information needed to ensure lobbyist compliance.

Local Government Indiana Online (LoGO) has deployed a dynamic application which provides functionality for three user groups - lobbyists, the public, and the Department of Code Enforcement (DCE). The new Lobbyist Application will:

- Allow for filing and payment of annual reports
- Allow registrant login
- Allow editing of registrant information
- Allow a registrant to have multiple employers, parties of interest, and subject matters
- Allow searching for registrant information and filed annual reports by the public

Approach
Since the DCE would like all lobbyist registration and annual filing to occur through the new system, the fees for the service will be absorbed by the agency and not passed on to the user. The requested fees for payment processing for lobbyists filing their annual report (registration is free) for this service are:

- $3.50 per each transaction processed for credit cards plus 2% processing fees incurred for processing payments. These enhanced access fees mirror the fees for the Business Licensing Applications already in use by the DCE for select license types.

Example Credit/Debit Card Payment for Annual Filing for Lobbyists

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filing Fee (to end user)</td>
<td>$100.00</td>
</tr>
<tr>
<td>2% processing fee</td>
<td>- $ 2.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td>$98.00</td>
</tr>
<tr>
<td>Credit Enhanced Access Fee</td>
<td>- $ 3.50</td>
</tr>
<tr>
<td>Total Deposit to DCE</td>
<td>$94.50</td>
</tr>
</tbody>
</table>

Conclusion
The EARC recommends the fee of $3.50 plus 2% be authorized by the IT Board and netted off from the total statutory fee for Lobbyists filing their annual report through the new online service.
RESOLUTION # 10-05
INFORMATION TECHNOLOGY BOARD
Resolution to Approve Disbursal of Enhanced Access Funds for On-line Access to DCE & Planning documents

WHEREAS, Section 285-305(8) of the Revised Code of the Consolidated City of Indianapolis and Marion County (Revised Code) authorizes the IT Board to disburse funds from the Enhanced Access Fund (the Fund), subject to the appropriation of the City-County Council; and

WHEREAS, Section 135-512 of the Revised Code provides that the Enhanced Access Board shall administer the Fund and shall determine the proper appropriations to be recommended to the City-County Council; and

WHEREAS, the Department of Code Enforcement and the Department of Metropolitan Development electronically store various documents related to planning, historic preservation and code enforcement in a FileNet Document Management System; and

WHEREAS, the Department of Code Enforcement and Department of Metropolitan Development each receive numerous requests for access to these documents and believe that providing electronic access to these documents would better serve the public good; and

WHEREAS, Local Government Online, Indiana (LoGO) has presented a proposal to partner with Open Portal Solutions to create an online document access application for documents approved for public record for the Department of Code Enforcement and Department of Metropolitan Development; and

WHEREAS, the Department of Code Enforcement and Department of Metropolitan Development have presented a proposal to the Enhanced Access Review Committee to request that the cost for the development of the on-line document access application be funded from the Enhanced Access Fund; and

WHEREAS, the ongoing costs to host, maintain and support the application will be supported through the use of enhanced access convenience fees; and

WHEREAS, the Enhanced Access Review Committee has determined that a recommendation should be made to the City-County Council that Ninety Nine Thousand Five Hundred Dollars ($99,500.00) should be disbursed from the Fund to fund the development cost of the on-line document access application;

NOW THEREFORE BE IT RESOLVED, the Information Technology Board authorizes the Marion County Treasurer to disburse, subject to appropriation of the funds by the City-County Council, an amount not to exceed Ninety Nine Thousand Five Hundred Dollars ($99,500.00) from the Enhanced Access Fund to fund the development of the on-line document access application.

____________________________________
Michael W. Rodman, Chairman
Information Technology Board

____________________________________
Jennifer G. Ruby, Secretary
Information Technology Board

February 23, 2010
Executive Summary
Online Document Access Application Funding

Introduction

Local Government Online, Indiana (LoGO) is pursuing a partnership with Open Portal Solutions (OPS) and presented a proposal to create an online document access application for the Department of Code Enforcement (DCE) and Department of Metropolitan Development (DMD). This application will make documents approved for public record currently stored in a FileNet document management system available to the public electronically. Funding for development of the application will come from the Enhanced Access Fund and has been approved by the Enhanced Access Review Committee (EARC).

Approach

The DCE and DMD have been storing various types of documents related to code enforcement, planning and historic preservation electronically in a FileNet document management system for many years. This system now contains hundreds of thousands of documents. DCE and DMD receive requests for copies of these documents on a daily basis with DCE devoting half an FTE to the fulfillment of these requests. DCE and DMD believe that providing online access to these documents will help them reduce their costs and/or staff time as well as increase government transparency.

LoGO and OPS worked with DCE and DMD staff to determine the requirements for an online document access application that would meet the needs of the staff and public. Their proposal includes taking the code base of OPS’ NE Web Portal Solution used by IDEM for access to their documents stored in FileNet and modifying it to meet the needs of the City/County. The cost to design, develop, install and train internal users of the application is $99,500. A fee structure for use of the application by the public to retrieve documents is being proposed separately to cover the cost of hosting and maintenance and support of the application. LoGO will utilize their Payment Engine to process payments for online documents downloaded through the NE Web Portal.

The DEC and DMD approached the Enhanced Access Review Committee to seek funding for this through the Enhanced Access Fund. The EARC approved authorizing up to $99,500 from the Enhanced Access Fund to cover the development costs.

Conclusion

The EARC recommends that the IT Board authorize the expenditure of $99,500 to cover the development costs of an Online Document Access application for the Department of Code Enforcement and Department of Metropolitan Development to be developed and hosted by OPS, but will be maintained and managed under the LoGO Indiana Contract.
RESOLUTION # 10-06

INFORMATION TECHNOLOGY BOARD

Resolution to Approve Enhanced Access fees for the Online Document Access

WHEREAS, Section 285-307 of the Revised Code of the Consolidated City of Indianapolis and Marion County (Revised Code) provides that the Enhanced Access Review Committee has the power and duty to establish and modify reasonable fees for enhanced access; and

WHEREAS, Section 285-305(6) of the Revised Code of the Consolidated City of Indianapolis and Marion County (Revised Code) provides that the IT Board has the power and duty to review and approve, disapprove or modify fees established by the Enhanced Access Review Committee and;

WHEREAS, Local Government Indiana Online (LoGO) and Open Portal Solutions (OPS) are creating an online document access application to provide electronic access to various documents related to planning, historic preservation and code enforcement for the Department of Code Enforcement and the Department of Metropolitan Development; and

WHEREAS, said online document access application provides enhanced access to those public records; and

WHEREAS, LoGO, the Department of Code Enforcement and the Department of Metropolitan Development have proposed that the initial development costs of the project be paid for from the Enhanced Access Fund; and

WHEREAS, LoGO, the Department of Code Enforcement and the Department of Metropolitan Development have proposed a pricing structure for Enhanced Access fees to be charged for the use of the online document access application for documents approved for public record to cover the cost of hosting, maintaining and supporting the application presented in EARC Service Request #42; and

WHEREAS, two pricing structures are proposed in EARC Service Request #42 that will provide instant access to documents to monthly subscribers and users paying via credit card with prices ranging from $1.00 for a single document for a subscriber, $2.00 for non-subscribers, to $150 for over 501 documents; and

WHEREAS, The Enhanced Access Review Committee has reviewed the Service Request and has approved and established the proposed enhanced access fees for the service;

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board approves the collection of the proposed enhanced access fees from users to pay for hosting, maintenance and support of the online document access application.

_______________________________
Michael W. Rodman, Chairman
Information Technology Board

Jennifer Ruby, Secretary
Information Technology Board

February 23, 2010
Executive Summary
Enhanced Access Fees for Online Document Access

Introduction
Local Government Online, Indiana (LoGO) and Open Portal Solutions (OPS) are creating an application to allow access to documents stored in a FileNet document management system by the Department of Code Enforcement (DCE) and the Department of Metropolitan Development (DMD). Funding for developing and deploying the application has been proposed to come from the Enhanced Access Fund. Funding for ongoing hosting, maintenance and support of the application is proposed to come from enhanced access fees charged to users of the application.

Approach
The DCE and DMD have been storing various types of documents related to code enforcement, planning and historic preservation electronically in a FileNet document management system for many years. This system now contains hundreds of thousands of documents. DCE and DMD receive requests for copies of these documents on a daily basis with DCE devoting half an FTE to the fulfillment of these requests. Currently, for requests fulfilled by staff, customers are charged $0.04 per page for printing on letter, legal and ledger sized paper. For documents larger than 11 x 17 an additional fee of $4.00 is imposed and a fee of $10.00 is charged for the creation of a CD if the customer wants the documents in electronic form.

Since customers are currently charged on a per page basis, DCE, DMD and LoGO looked into a similar pricing structure for electronic access to these documents. However, the page count of the documents is not an attribute that is stored in the FileNet system. Additionally, the types of document stored in FileNet by DCE and DMD vary considerably in length. While one document of a given type (e.g. a permit application) may be only a page or two, another of the same type may be dozens or even hundreds of pages long. Due to the lack of information on document length and the inherent variability, DCE, DMD and LoGO determined it would not be feasible to create a pricing structure rooted in document length. Instead they have proposed a fee structure based on the number of documents requested by the customer. The fees proposed are detailed in EARC Service Request #42. They include pricing for instant access (credit card) users on page 4 of that document and proposed pricing for monthly subscribers on page 5. Pricing for instant access users includes a 2% credit card processing fee. This is the average credit card processing fee imposed by the merchant banks on LoGO’s parent company NIC which processes credit card payments for LoGO and the other state portals that NIC supports around the country.

Conclusion
The EARC recommends the fee structure proposed in Service Request #42 be authorized by the IT Board.
SERVICE REQUEST #42

Department of Code Enforcement, Department of Metropolitan Development, Division of Planning and Indianapolis Historic Preservation Commission- Online Access to Documents

PRESENTED TO
ENHANCED ACCESS REVIEW COMMITTEE

FEBRUARY 2010
Service Request - #42
Department of Code Enforcement, Department of Metropolitan Development, Division of Planning and Indianapolis Historic Preservation Commission- Online Access to Documents

Overview
LoGO Indiana and Open Portal Solutions (OPS) are working towards building a strategic alliance to provide one solution where the public can access City/County information and documents approved for public record. The project proposed for the Department of Code Enforcement (DCE) and the Department of Metropolitan Development Division of Planning and the Indianapolis Historic Preservation Commission will provide an online Portal for agency documents stored in FileNet. The information that will be made available to the public through the solution includes, but is not limited to; building and site plans, permit applications, certificates of occupancy, traffic studies and completion cards. In order to support the development, maintenance, customer service and marketing for the project offered through the OPS NE Web Portal Solution, the EARC has requested the project be completed utilizing a hybrid funding model. Utilizing the contract LoGO Indiana has in place with the City/County will allow for the collection of user fees for information downloads and 10% of those fee collected (after adjustments made for payment processing) will be deposited back to the Enhanced Access Revenue Share Committee (EARC) Fund.

Business Case-Department of Code Enforcement
Requests for documents to the involved agencies and departments can come in via three methods; in-person, email and over the telephone. Research was completed on the cost savings that will be realized for the Department of Code Enforcement if the information was placed online. On a monthly basis, the Department of Code Enforcement dedicates one staff member to research and complete the requests for information from citizens and businesses. This staff member dedicates 50% of their time each day to fulfilling these requests, at a cost of approximately $35,000 a year to the DCE.

The dedicated DCE staff person fulfills requests and charges the customer $.04 per page for printing on regular sized paper (documents larger than 11 x 17 have an additional printing charge of $4.00) and a $10.00 fee for the creation of a CD if the customer would like the information in electronic form. In order to try and reduce these costs and have staff focus on mission critical services, the DCE has requested an online Portal be created that allows access to documents currently stored in FileNet. The cost savings to the Department of Metropolitan Development, Division of Planning and the Indianapolis Historic Preservation Commission are still under review.

Target Audience
Many of the requests for information come from three user groups;

- Land-Use Attorneys
- Contractors
- Citizens who need information to make improvements or changes to their home
Proposed Funding Model
This service will be funded utilizing a hybrid model. This means the initial development costs are funded and the fees generated from use support the maintenance, hosting, customer service and marketing for the Web Portal. The tables below provide the fees for the initial development costs that will need to be funded.

Table One: NE Web Portal Design, Development Implementation and Training

<table>
<thead>
<tr>
<th>Item</th>
<th>Estimated Hours</th>
<th>Hourly Rate</th>
<th>Sub-Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Design and Functional Analysis</td>
<td>200</td>
<td>$150</td>
<td>$30,000</td>
</tr>
<tr>
<td>System Development</td>
<td>316</td>
<td>$125</td>
<td>$39,500</td>
</tr>
<tr>
<td>Testing</td>
<td>140</td>
<td>$100</td>
<td>$14,000</td>
</tr>
<tr>
<td>Training (Documentation and On-site)</td>
<td>160</td>
<td>$100</td>
<td>$16,000</td>
</tr>
<tr>
<td><strong>Total Costs</strong></td>
<td></td>
<td></td>
<td><strong>$99,500.00</strong></td>
</tr>
</tbody>
</table>

Table Two: NE Web Portal Maintenance and Support

<table>
<thead>
<tr>
<th>Item</th>
<th>Staff Level In This Role</th>
<th>Rate</th>
<th>Sub-Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monthly Application Support</strong></td>
<td>Includes technical support for all users. Hour response for problem resolutions depending on Severity Level.</td>
<td>Monthly $1,700</td>
<td><strong>$20,400</strong></td>
</tr>
<tr>
<td><strong>Adding functionality currently not in NE Web Portal Service</strong></td>
<td>Includes analysis, design and implementation.</td>
<td>$125 per hour</td>
<td>TBD</td>
</tr>
<tr>
<td><strong>Total Costs</strong></td>
<td></td>
<td><strong>$0- covered by user fees</strong></td>
<td></td>
</tr>
</tbody>
</table>
Credit Card User Pricing
With funding of $99,500 for the initial development of the online Web Portal, the original fees would be reduced for one to six documents available for download. The proposed fees below are for instant access (credit card) users and include the 2% payment processing fee.

### Document Pricing

<table>
<thead>
<tr>
<th>Number of Documents</th>
<th>Price Point</th>
<th>2% Processing Fee (included)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>$2.00</td>
<td>$0.08</td>
</tr>
<tr>
<td>3-5</td>
<td>$6.00</td>
<td>$0.16</td>
</tr>
<tr>
<td>6-9</td>
<td>$12.00</td>
<td>$0.24</td>
</tr>
<tr>
<td>10-15</td>
<td>$16.00</td>
<td>$0.32</td>
</tr>
<tr>
<td>16-25</td>
<td>$20.00</td>
<td>$0.40</td>
</tr>
<tr>
<td>26-40</td>
<td>$30.00</td>
<td>$0.60</td>
</tr>
<tr>
<td>41-50</td>
<td>$40.00</td>
<td>$0.80</td>
</tr>
<tr>
<td>51-100</td>
<td>$50.00</td>
<td>$1.00</td>
</tr>
<tr>
<td>101-200</td>
<td>$60.00</td>
<td>$1.20</td>
</tr>
<tr>
<td>201-500</td>
<td>$75.00</td>
<td>$1.50</td>
</tr>
<tr>
<td>Over 501</td>
<td>$150.00</td>
<td>$3.00</td>
</tr>
</tbody>
</table>

### Plans, DP Statement, Traffic Study Pricing

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Price Point</th>
<th>2% Processing Fee (included)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plans</td>
<td>$8.00</td>
<td>$0.16</td>
</tr>
<tr>
<td>DP Statement</td>
<td>$8.00</td>
<td>$0.16</td>
</tr>
<tr>
<td>Traffic Study</td>
<td>$8.00</td>
<td>$0.16</td>
</tr>
</tbody>
</table>

Additional charge for each file over 10 MB

<table>
<thead>
<tr>
<th>Document Size</th>
<th>Additional Fee</th>
<th>2% Processing Fee (included)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any document over 10 MB</td>
<td>$4.00</td>
<td>$0.08</td>
</tr>
</tbody>
</table>
Monthly Account Agreement Holder Pricing
With a $99,500 investment to build the Online Document Access Portal for DCE and DMD, LoGO Indiana and OPS will explore the possibility of including a Monthly Account Agreement Holder pricing model. Pricing for monthly account agreement holders is discounted and will allow frequent users to be billed monthly. Currently, LoGO Indiana charges a $50 per year fee to users for a monthly account agreement.

As an added benefit to adding the subscriber process to the service, qualifying organizations, such as non-profits and Community Development Corporations can apply for waivers to receive this information free of charge. Pricing for non-waiver qualifying Monthly Account Agreement Holders is listed below. Qualifying agencies would pay nothing, both the annual $50 fee and the price per document would be provided free of charge. In 2009, LoGO Indiana processed almost 60,000 waived transactions through the IndyBiz Portal.

### Document Pricing

<table>
<thead>
<tr>
<th>Number of Documents</th>
<th>Price Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>$1.00</td>
</tr>
<tr>
<td>3-5</td>
<td>$5.00</td>
</tr>
<tr>
<td>6-9</td>
<td>$11.00</td>
</tr>
<tr>
<td>10-15</td>
<td>$15.00</td>
</tr>
<tr>
<td>16-25</td>
<td>$19.00</td>
</tr>
<tr>
<td>26-40</td>
<td>$28.00</td>
</tr>
<tr>
<td>41-50</td>
<td>$38.00</td>
</tr>
<tr>
<td>51-100</td>
<td>$45.00</td>
</tr>
<tr>
<td>101-200</td>
<td>$55.00</td>
</tr>
<tr>
<td>201-500</td>
<td>$70.00</td>
</tr>
<tr>
<td>Over 501</td>
<td>$125.00</td>
</tr>
</tbody>
</table>

### Plans, DP Statement, Traffic Study Pricing

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Price Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plans</td>
<td>$7.00</td>
</tr>
<tr>
<td>DP Statement</td>
<td>$7.00</td>
</tr>
<tr>
<td>Traffic Study</td>
<td>$7.00</td>
</tr>
</tbody>
</table>

### Additional charge for each file over 10 MB

<table>
<thead>
<tr>
<th>Document Size</th>
<th>Additional Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any document over 10 MB</td>
<td>$4.00</td>
</tr>
</tbody>
</table>
Agency Cost Savings
Directing requests for information to the Web Portal will help save the DCE $9,000 per year with a 25% adoption rate. If the adoption rate for this service increases to 50%, the DCE will realize $18,000 per year in cost savings. LoGO and OPS will generate revenue to support and maintain the service from user fees, not from costs incurred by City/County Agencies. Utilizing the hybrid funding model will also save the agencies approximately $20,000 on an annual basis for maintenance and support of the online application.
**EARC Revenue**

Subject to LoGO Indiana’s contract with the City/County, the EARC Revenue Share Fund will receive 10% of the adjusted gross revenue generated by transactions processed through the Web Portal for Access to Online Documents. The 2% payment processing fees will be deducted from the total transaction and will not be added on to each transaction processed. An example of the distribution of funds is below;

**Example Transaction:**
Total User Fee: $8.00
2% payment processing fee (approximate): $0.16
Fee retained by LoGO/OPS: $7.84
10% EARC Revenue Share (approximate): $0.78

**Fee Authorization**

**Service Request - #42**
Department of Code Enforcement, Department of Metropolitan Development, Division of Planning and Indianapolis Historic Preservation Commission - Online Access to Documents

Submitted by:

__________________________________________  _____________
Ami Guilfoy, LoGO Director           Date

______________________________________________

EARC ACTION  __________ Approve      __________ Deny

Signed by:

__________________________________________  _______________
Chairman/Authorized Representative   Date
Enhanced Access Review Committee
RESOLUTION # 10-04

INFORMATION TECHNOLOGY BOARD

Resolution to Renew the Microsoft Premier Support Services Purchase

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

WHEREAS, the Microsoft Premier Support Services will support Account Management to help coordinate the support and services relationships including Planning and Resource Facilitation, Status Meetings and Escalation Management; and

WHEREAS, the Microsoft Premier Support Services will provide an assigned Microsoft resource to assist with any specific symptoms encountered while using Microsoft products and Support Assistance; and

WHEREAS, ISA recommends renewal for one year with a fixed payment of One Hundred Thirteen Thousand Eight Hundred Eighty Dollars ($113,880.00);

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board authorizes the Chief Information Officer, Glen A. Baker, to execute the reasonable and necessary agreement on behalf of the Information Services Agency for Microsoft Premier Support Services to provide the above described services annually in the amount not to exceed of One Hundred Thirteen Thousand Eight Hundred Eighty Dollars ($113,880.00).

Michael W. Rodman, Chairman
Information Technology Board

Jennifer Ruby, Secretary
Information Technology Board

February 23, 2010
**Information Services Agency “ISA”**
**Executive Summary**

Microsoft Premier Support Services (PSS)

**Purpose**
The purpose of the Microsoft Premier Support Services (PSS) agreement is to provide expertise level support services for the Microsoft technologies that have been deployed to host and deliver mission critical applications and services for the City/County.

**Description**
Microsoft Premier Support Services provides for problem resolution and proactive services including a Technical Account Manager assigned to proactively ensure that customers are fully leveraging the services of the agreement.

As part of the PSS proactive services program the following are risk assessment that have been and will continue to be conducted on a periodical basis to ensure that components of the infrastructure that are dependent on Microsoft technologies are in good health:

- Microsoft Infrastructure Security: Annually
- Microsoft Active Directory (Directory Services): Bi-Annually
- Microsoft Exchange (Email): Bi-Annually
- Microsoft Internet Information Server (IIS Web Server): Bi-Annually
- Microsoft Office SharePoint System (MOSS): Bi-Annually
- Microsoft SQL Server (Database): Bi-Annually

**Notes**
As the Microsoft infrastructure deployed in 2006/2007 has matured the amount of support the City/County requires to maintain it in good health has been reduced. Accordingly ISA has adjusted the agreement to reflect those changes. For example expenditure for the previous two years were:

- 2008-$205,960
- 2009-$193,560

ISA is now at the point of leveling off on those adjustments and expect, barring any major changes to the infrastructure, to budget roughly the same amount for the services thru 2013.
RESOLUTION # 10-07

INFORMATION TECHNOLOGY BOARD

Resolution to Proceed with Kofax Purchase

WHEREAS, in June 2007, the Information Services Agency (ISA) began a project to migrate IndiDocs Image Services to the FileNet P8 Document Management system using project management and development services provided by Prescient Information Systems; and

WHEREAS, the Kofax Capture 9.0 platform, which will reside alongside the FileNet P8 system will eliminate manual steps in preparation, scanning, indexing and will automatically import large multiple page reports directly into the system; and

WHEREAS, Prescient Information Systems will provide the solution design, project management, architectural design, installation, development and training resources needed to implement the solution; and

WHEREAS, the recommended contract shall have a fixed payment of One Hundred Five Thousand Eight Hundred Eighty Two Dollars ($105,882.00), which includes one year of maintenance at Fourteen Thousand Eight Hundred Seventy Two Dollars ($14,872.00); and

WHEREAS, the term of the recommended contract shall commence upon execution and the maintenance services shall run one year from completion of the project estimated to be completed on March 29, 2010; and

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board authorizes the Chief Information Officer, Glen A. Baker, to execute the reasonable and necessary agreement on behalf of the Information Services Agency with Prescient Information Services to provide the above described Kofax services in an amount not to exceed One Hundred Five Thousand Eight Hundred Eighty Two Dollars ($105,882.00) which includes one year of annual licensing and maintenance costs of Fourteen Thousand Eight Hundred Seventy Two Dollars ($14,872.00).

_______________________________
Michael W. Rodman, Chairman
Information Technology Board

Jennifer Ruby, Secretary
Information Technology Board

February 23, 2010
Kofax Capture Platform

Information Technology Board

February 23, 2010

Kevin Ortell, Deputy Director
Kofax Platform Integrates with the city’s FileNet Document Mgt. System to:

- Eliminate manual steps in preparation, scanning, indexing and importing of paper documents
  - Increases worker productivity by speeding up document processing tasks
  - Lowers hardware and peripheral costs
  - Reduces errors caused by manual data entry
  - Eliminates manual movement of electronic files received by email or stored on a networked shared drive
  - Improves image quality
  - Processes hand-printed and handwritten forms, invoices, checks, correspondence and any other document type on the same platform
Kofax Project Details

- Prescient Information Services to provide project management, architectural design, installation, development and training for customers, DAI and NG
- Impacts the Dept. of Code Enforcement Records Dept.

**Software & Services - $105,882.00**

includes **$14,872.00 annual maintenance**

- Kofax Capture Concurrent Enterprise License
- Kofax Annual 1 Million Volume License
- Ascent Auto Import Module
- KTM Extraction License
- KTM Professional Add On

*Concurrent Go-Live with Accela - March 29, 2010*
QUESTIONS?

INFORMATION SERVICES AGENCY
200 E. Washington Street, Suite 1942
www.indy.gov
317-327-3100
Information Services Agency “ISA”
Executive Summary
Prescient Information Services Contract

Customer Contact Information
Barbara Brinson, BRMII
Information Services Agency
317.327.7560
bbrinson@indy.gov

Enterprise Impact
Medium >400 Employees
Enforcement Agencies/Departments

Vendor
Steve Hendrick
Account Executive
Tel: 317.416.2226
shendrick@prescientinfo.com

Terms of Contract
Invoiced at project acceptance
Start: Feb 24, 2010
End: March 29, 2010

Contract Amount
$105,882.00 one time

$ Net Changes
$14,872 annual maintenance increase

Purpose
To use Prescient Information Services to design and install the Kofax Capture 9.0 platform (Enterprise License) to be used for automating the preparation, scanning, indexing and importing of files into the FileNet P8 Document Management System. All software covered by the agreement resides on the City/County’s SQL servers.

Description
The following is a description of critical services covered by the agreement:

- **Architectural Design** – Assessment of hardware, system memory and database storage
- **Solution Design** – Configuration of the software to meet the business requirements of automating Accela Reports printed in batch
- **Installation** – Includes both production and development environments of Kofax Capture 9.0 and the creation of the FileNet P8 release script/image cache directories
- **Training** – One full day of training to ISA, NG and DAI on functionality of the platform
- **Project Management** – Project Plan, meeting notes, task and issues logs

The following is a description of critical software components covered by the agreement:

- **Kofax Annual 1 Million Volume License** – Enhancing and cleaning documents
- **Ascent Auto Import Module** – Extraction of case numbers from Accela generated reports
- **KTM Extraction License** – Import documents from a city/county shared drive directly into FileNet P8
- **KTM Professional Add On** – Contains the Kofax Project Planner module responsible for classifying and parsing pages into separate documents

Notes
- Prescient Information Services has a Master Services Agreement with ISA
- The Kofax platform can also be used by other City/County agencies as an induction path for documents into FileNet.
Accelerate Indy
Project Update

Information Technology Board
February 23, 2010
Kevin Ortell, Deputy CIO
Progress (DCE, HHC & Lic Lite)

- Accela Wireless
- INV/VIO/VEH/RSR/HWG – Nearing Completion?
- Batch Scheduling of Reports
- Report Development
- Tidemark Conversion
- IVR
Phase II – Critical Upcoming Tasks (DCE, HHC & Lic Lite)

- Training
- Go Live Testing – Next three weekends
- Siebel and Logo Interfaces
- HHC FileNet Interface

Go-Live Scheduled for March 29, 2010
QUESTIONS?

INFORMATION SERVICES AGENCY
200 E. Washington Street, Suite 1942
www.indy.gov
317-327-3100
CITY-COUNTY GENERAL ORDINANCE NO. 3, 2010
Proposal No. 475, 2009

PROPOSAL FOR A GENERAL ORDINANCE to direct and authorize the county information technology
board’s chief information officer to analyze the information technology systems of certain city and county
agencies, and to report findings and recommendations to the board and to the council.

BE IT ORDAINED BY THE CITY-COUNTY COUNCIL OF THE
CITY OF INDIANAPOLIS AND OF MARION COUNTY, INDIANA:

SECTION 1. The purpose of this ordinance is for the chief information officer employed or retained by the
county information technology board under Section 281-221 of the Code to identify opportunities for
efficiencies, including cost savings and increase information security, to be gained by further consolidation of
information technology support services throughout the city and county government and report back to the
council on the chief information officer’s findings and recommendations. The duties prescribed herein are in
addition to the powers, duties, and functions that are provided in Chapter 281, Article II, of the “Revised Code
of the Consolidated City and County.

SECTION 2. The council hereby directs and authorizes the chief information officer to study and analyze the
information technology infrastructure, systems, processes, agreements and resources (employed and
contracted) utilized by the following city and county entities (listed in alphabetical order), which are known to
have information technology systems that are not directly supported by the information services agency:

(1) The government access cable channel (“Channel 16”);

(2) The Indianapolis Metropolitan Police Department;

(3) The Metropolitan Emergency Communications Agency;

(4) The Marion County Recorder’s Office;

(5) The Marion County Sheriff’s Department;

(6) The Marion Superior Court administration; and

(7) Any other subject agencies, as that term is defined in Sec. 281-201 of the Code, that the chief
information officer identifies as having information technology systems that are not supported by the
information services agency.

These subject agencies and each of their officers, employees and agents shall comply fully and in a timely
manner with the chief information officer’s requests for interviews and data.

SECTION 3. In addition to those entities listed in SECTION 2, the council hereby directs and authorizes the
chief information officer, with the consent of the Capital Improvement Board of Managers of Marion County,
to study and analyze the information technology infrastructure, systems, processes, agreements and
resources (employed and contracted) utilized by the Capital Improvement Board of Managers of Marion
County.

SECTION 4. Prior to July 4, 2010, the chief information officer shall prepare a written report of
findings and recommendations with respect to each subject agency listed in SECTION 2 and, if applicable,
SECTION 3 of this ordinance, including any written responses made thereto by a subject agency, and shall
file such written reports to the clerk of the council and the county information technology board. The
administration and finance committee of the council shall take each such report under advisement to
determine whether council action is necessary to bring about further efficiencies through consolidation of
information technology support services into the information services agency.

SECTION 5. This ordinance shall be in effect from and after its passage by the Council and compliance with
Ind. Code § 36-3-4-14.
The foregoing was passed by the City-County Council this 1st day of February, 2010, at 8:44 p.m.

ATTEST:

/Melissa Thompson
Clerk, City-County Council

Presented by me to the Mayor this 4th day of February, 2010, at 10:00 a.m.

/Melissa Thompson
Clerk, City-County Council

Approved and signed by me this 12th day of February, 2010.

/Gregory A. Ballard
Gregory A. Ballard, Mayor

STATE OF INDIANA, MARION COUNTY) SS:
CITY OF INDIANAPOLIS

I, Melissa Thompson, Clerk of the City-County Council, Indianapolis, Marion County, Indiana, do hereby certify the above and foregoing is a full, true, and complete copy of Proposal No. 475, 2009, a Proposal for GENERAL ORDINANCE, passed by the City-County Council on the 1st day of February, 2010, by a vote of 29 YEAS and 0 NAYS, and was retitled General Ordinance No. 3, 2010, which was signed by the Mayor on the 12th day of February, 2010, and now remains on file and on record in my office.

WITNESS my hand and the official seal of the City of Indianapolis, Indiana, this 12th day of February, 2010.

/Melissa Thompson
Clerk, City-County Council

(SEAL)
Proposal: Prop475
Sponsor: Councillor Vaughn
Action: ADOPT
Committee: Administration and Finance

Yea: 29   Nay: 0   Abstain: 0   Not Voting: 0   Excused: 0

Yea: 29
Bateman    Gray    McHenry    Sanders
Brown      Hunter   McQuillen  Scales
Cain       Lewis    Minton-McNeill  Smith
Cardwell   Lutz     Moriarty   Speedy
Cockrum    Mahern, B Nytes     Vaughn
Coleman    Mahern, D Oliver
Day        Malone   Pfisterer
Evans      Mansfield Plowman

Nay: 0

Not Voting: 0
<table>
<thead>
<tr>
<th>Date Approved</th>
<th>Dept.</th>
<th>Description</th>
<th>Vendor</th>
<th>Annual $ Amount</th>
<th>Total $ Amount</th>
<th>Funding Department or Chargeback</th>
<th>MBE/WBE</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/08/10</td>
<td>ISA</td>
<td>Maintenance</td>
<td>Income Works</td>
<td>$55,000.00</td>
<td>$55,000.00</td>
<td>ISA</td>
<td>No</td>
<td>Maintenance</td>
</tr>
<tr>
<td>01/05/10</td>
<td>ISA</td>
<td>Mugshot Maintenance</td>
<td>Imageware</td>
<td>$59,488.85</td>
<td>$59,488.85</td>
<td>ISA</td>
<td>No</td>
<td>Maintenance</td>
</tr>
<tr>
<td>01/08/10</td>
<td>ISA</td>
<td>Maintenance</td>
<td>Prescient</td>
<td>$91,204.30</td>
<td>$91,204.30</td>
<td>ISA</td>
<td>No</td>
<td>Maintenance</td>
</tr>
<tr>
<td>01/08/10</td>
<td>ISA</td>
<td>Training</td>
<td>ASPE</td>
<td>$2,463.75</td>
<td>$2,463.75</td>
<td>ISA</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>01/08/10</td>
<td>DPW</td>
<td>Fleet Services Maintenance</td>
<td>CCC</td>
<td>$4,784.00</td>
<td>$4,784.00</td>
<td>ISA</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>01/08/10</td>
<td>Courts</td>
<td>Informer Probation Client &amp; CM</td>
<td>Paper Business Solutions</td>
<td>$18,275.00</td>
<td>$18,275.00</td>
<td>ISA</td>
<td>No</td>
<td>Maintenance</td>
</tr>
<tr>
<td>01/08/10</td>
<td>DPW</td>
<td>Fleet Focus, M5 Focus</td>
<td>AssetWorks</td>
<td>$38,177.68</td>
<td>$38,177.68</td>
<td>ISA</td>
<td>No</td>
<td>Maintenance</td>
</tr>
<tr>
<td>01/08/10</td>
<td>DPW</td>
<td>All data/Gov/Library DVD</td>
<td>Michael J LeVine</td>
<td>$3,000.00</td>
<td>$3,000.00</td>
<td>ISA</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>01/14/10</td>
<td>ISA</td>
<td>Maintenance</td>
<td>Service Express</td>
<td>$4,668.00</td>
<td>$4,668.00</td>
<td>ISA</td>
<td>No</td>
<td>Maintenance</td>
</tr>
<tr>
<td>01/08/10</td>
<td>ISA</td>
<td>OS Base Maintenance</td>
<td>SAS</td>
<td>$19,142.00</td>
<td>$19,142.00</td>
<td>ISA</td>
<td>No</td>
<td>Maintenance</td>
</tr>
<tr>
<td>01/06/10</td>
<td>ISA</td>
<td>BA for Accela Project</td>
<td>Quest</td>
<td>$59,954.00</td>
<td>$59,954.00</td>
<td>ISA</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>01/28/10</td>
<td>ISA</td>
<td>i2000</td>
<td>Network Storage</td>
<td>$38,467.60</td>
<td>$38,467.60</td>
<td>ISA</td>
<td>No</td>
<td>Maintenance</td>
</tr>
<tr>
<td>02/02/10</td>
<td>ISA</td>
<td>FDR/CPK/ABR</td>
<td>Innovation Data</td>
<td>$9,720.00</td>
<td>$9,720.00</td>
<td>ISA</td>
<td>No</td>
<td>Maintenance</td>
</tr>
<tr>
<td>02/15/10</td>
<td>DPW</td>
<td>Pathways Master Licenses</td>
<td>Services</td>
<td>$52,992.00</td>
<td>$52,992.00</td>
<td>ISA</td>
<td>No</td>
<td>Licenses</td>
</tr>
<tr>
<td>01/27/10</td>
<td>ISA</td>
<td>Project Management</td>
<td>Direct Path</td>
<td>$80,500.00</td>
<td>$80,500.00</td>
<td>ISA</td>
<td>No</td>
<td>Citizen's Portal</td>
</tr>
</tbody>
</table>