



Information Technology Board

Meeting Agenda

Leading the way in enterprise-wide technology

Date: November 30, 2010 **Time:** 9:30 -11:00 am **Location:** CCB Room 260

Chairman: Michael W. Rodman

CIO: Glen A. Baker

Minutes:

- Approval of the October 26, 2010 Meeting Minutes – Chairman Rodman
- Approval of the November 5, 2010 Memoranda for Working Session-Chairman Rodman

Status Updates:

- IT Board Business – Chairman Rodman
 - Resolution 10-35: Recognition of Service: Assessor Greg Bowes
 - Welcome Mr. Chuck White, Deputy Controller to IT Board
 - Cancellation of the December 14, 2010 IT Board Meeting
- ISA Report – Mr. Glen Baker
- ISA Financial Report – Mr. Jimmy White

Action Items

- Resolution 10-36: Clock Rounds Project - Mr. Will Johnson
- Resolution 10-37: Network Refresh Project - Mr. Kevin Ortell & Mr. Phil Brummit
- Resolution 10-38: Enhanced Access Fee for Lobbyist Registration - Mr. Chuck Carufel & Ms Nicole Randol
- Resolution 10-39: Enhanced Access Fee for Special Event Permits - Mr. Chuck Carufel & Ms Nicole Randol
- Resolution 10-40: Enhanced Access Fee for Traffic Tickets - Mr. Chuck Carufel & Mr. Mitch Carey
- Resolution 10-41: Server Infrastructure Refresh Project – Mr. Kevin Ortell & Mr. Phil Brummit

Discussion Items:

- ERP Project Update – Mr. Aaron Hood
- Public Safety Technology Update – Mr. Will Johnson

Adjourn:

The next scheduled IT Board meeting is on January 11, 2010 at 9:30 AM in CCB Room 260

Attachments:

Contracts < \$100,000



Information Technology Board Meeting Minutes

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Date: October 26, 2010 **Time:** 9:31am – 10:56am **Location:** CCB Room 260

Chairman: Michael W. Rodman

CIO: Glen A. Baker

Information Technology Board Members Present:

Michael Rodman	Marion County Treasurer	Chairperson, Voting Member
Judge William Young	Marion County Superior Court	Voting Member
Major Emil Daggy	Marion County Sheriff's Department	Proxy Voting Member
Gary Coons	Division Director Public Safety	Voting Member
Jennifer Ruby	City-County Council Appointee	Voting Member
Beth White	Marion County Clerk	Voting Member
Greg Bowes	Marion County Assessor	Voting Member
Glen Baker	Information Services Agency	Chief Information Officer
Spencer Goodson	Office of Corporation Counsel	Legal Counsel

Information Technology Board Members Not Present:

Julie Phealon	Mayoral Appointee	Voting Member
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Present: Linda Carroll, Kevin Ortell, Aaron Hood, Phil Brummit, Rusty Robinson, Jimmy White, Dan Pavey, Rick Petrecca, Chuck Carufel, Giesla Schepers, Amber Craig, Will Johnson, Beverly Dillon-Macy

Guests: Jeff Hayhow, Northrop Grumman; Frank Short, Northrop Grumman; Jeff Snodgrass, Marv Thornsberry, DAI; Rafaele Farias, Bell Technology; Todd Hubbard, Chrysalis Consulting; Wendy Thanisch, Purchasing; Jon Kizer, Direct Path; Mitch Carey, LoGO Indiana; Ray Schnettgoecke, Symantec; Matt Dittoe, HP; Chris Garrison, CISCO; Ryan Hoff, THP; Todd Tolson, BC Forward; Sean McCloskey, Dell.

The October 26, 2010 IT Board Meeting was called to order at 9:31am by Chairman Rodman.

IT Board Business

Chairman Rodman, good morning and welcome.

Minutes

Approval of the September 28, 2010 IT Board Meeting Minutes

Judge Young made a motion to approve the September 28, 2010 IT Board Meeting Minutes and the motion was seconded by Ms. Jennifer Ruby, and carried with assenting votes from Major Daggy, Mr. Gary Coons, Ms. Beth White & Mr. Greg Bowes.



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ISA Report

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

Thank you Mr. Chairman, Good morning Board Members. Good morning Linda.

1 initiative was completed this month:

1) SnowFighter Application

- a. We have a brief demonstration of this new application at the end of this meeting
- b. We need to recognize DPW, ISA and DAI for their collaboration and effort to get this important application implemented.

1 project went yellow this month:

1) Guardian Home Moves

- a. Project scope was to relocate IMPD and MCSD staff from the Guardian Home to different facilities.
- b. Remaining items are permanent wide area network circuit installs which should happen any day.

1 new project was added this month:

1) Disaster Recovery Plan Upgrade

- a. We have launched an effort to analyze our Disaster Recovery capabilities and plans from top to bottom.
- b. This effort will focus primarily on the partial or complete loss of the data center.
- c. We will be working with all our customers to ensure, where possible, our plans sync with existing agency and department continuity of operations plans.

Since we are going to provide a briefing on all Public Safety initiatives a little later, I will provide only a couple of miscellaneous updates:

1) ERP Project

- a. Both active phases, Core Human Capital Management and Financials, are progressing well.
- b. We continue to see tremendous effort and partnership throughout the enterprise.
- c. We have made a few minor adjustments including:
 - i. Added scope and effort for interfaces that were underestimated
 - ii. Eliminated of Oracle Portal from our initial implementation plans
 - iii. Moved the Financials implementation out a month from June to July
- d. All of these adjustments are perfectly normal and should be expected for a project of this size and complexity.
- e. The combined impact of these adjustments have not changed the overall scope, schedule or budget for the project.

2) Accela Phase III – Business Licensing

- a. This project actually includes two major activities
 - i. The 1st activity is our initial major upgrade of Accela which will provide additional functionality, bug fixes and enhanced performance.
 - ii. The second is the implementation of full business licensing capabilities which will add significant licensing functionality.
- b. Given the normal unknowns with our first major Accela upgrade and the fact that we are finalizing the business licensing functionality, the completion date may be adjusted.



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I would also like to thank our customers throughout the enterprise as well as our partners for their efforts to help us update our 24 month technology plan.

We will be presenting the plan to the IT Board in early November.

Both NG and DAI met all SLRs in September.

ISA Financial Report

Mr. Jimmy White, CFO, gave an overview of the ISA Financial Report.

Total Expenses: \$41,811,908 was budgeted for 2010. \$21,728,431 was used YTD, which equals 52.0% used overall. Revenue: \$40,597,547 was budgeted for 2010. \$22,137,757 was received YTD, which accounted for 54.5% collected. Approximately \$8 million in prior year purchase orders carried over into 2010. Of that amount, we have spent approximately \$5.2 million in this calendar year.

The 3 main Service Areas show a total of \$8,883,051 spent for YTD compared to \$9,975,337 for YTD last year at this time. This made for a -\$1,092,286 variance due to a different payment schedule this year on the Northrop Grumman contract.

MBE|WBE|VBE Report:

*PP Slides for "Above Report" available for viewing in the IT Board Packet, October 2010 online at;

<http://www.indy.gov/eGov/County/ISA/AboutUs/ITGovern/Pages/IT%20Board%20Meeting%20Materials.aspx>

LoGO Indiana Quarterly Report:

Mr. Rick Petrecca, Manager Systems Integration & Deployment ISA & Mr. Mitch Carey, LoGO Indy presented the report.

Action Items:

Resolution 10-31: To Approve Expenditure for PC- Refresh Initiative 2010

Mr. Kevin Ortell, Deputy CIO ISA presented the resolution:

Seeking approval from the Information Technology Board to authorize ISA's Chief Information Officer, Mr. Glen A. Baker, on behalf of the Information Services Agency Officer to negotiate and execute all reasonable and necessary agreements on behalf of ISA for the Initiative, not to exceed a total amount of One Hundred Thousand Dollars (\$100,000.00).

Ms Beth White made a motion to approve Resolution 10-31. The motion was seconded by Major Daggy, and the motion passed unanimously.



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Resolution 10-32: To Proceed with an Initiative to enhance Mobility Services

Seeking approval from the Information Technology Board to authorize ISA's Chief Information Officer, Mr. Glen A. Baker, on behalf of the Information Services Agency Officer to execute all reasonable and necessary agreements to deliver a mobility-enabling enterprise solution including licenses to support 1200 cellular modems for an amount not to exceed a total of Three-Hundred Fifty-Five Thousand Dollars (\$355,000.00).

Ms Beth White made a motion to approve Resolution 10-32. The motion was seconded by Ms Jennifer Ruby, and the motion passed unanimously

***PP Slides for "Action Item" on Mobility Services are available for viewing in the IT Board Packet, October 2010 online at;**

<http://www.indy.gov/eGov/County/ISA/AboutUs/ITGovern/Pages/IT%20Board%20Meeting%20Materials.aspx>

Resolution 10-33: To Approve Mainframe System Software and Support for 2011

Seeking approval from the Information Technology Board to authorize ISA's Chief Information Officer, Mr. Glen A. Baker, on behalf of the Information Services Agency Officer to execute any and all reasonable and necessary agreements to obtain system software and support for the City/County IBM z800 mainframe for the year 2011 for an amount not to exceed Two Hundred Eighty Seven Thousand Eight Hundred Eighty Dollars (\$287,880.00).

Ms Beth White made a motion to approve Resolution 10-33. The motion was seconded by Major Daggy, and the motion passed unanimously

Resolution 10-34: To Recognize City Controller David P. Reynolds for his service to the Information Technology Board

The Information Technology Board extends recognition and appreciation to Controller Reynolds for his outstanding service to the City of Indianapolis and Marion County as a valued member of the Information Technology Board.

Ms Jennifer Ruby made a motion to approve Resolution 10-34. The motion was seconded by Ms Beth White, and the motion passed unanimously

Discussion Items

Due to inclement weather, the IT Board experienced a brief recess and moved to the basement level of CCB. Once resumed, due to time constraints, Chairman, Mr. Michael Rodman, altered the agenda to hear the above "Action Items"

Discussion Items reflected on the October agenda, (***Public Safety Update & Snowfighter Demonstration***), will be addressed at the November 30, 2010 Information Technology Board Meeting.

Mr. Rodman adjourned the October 26, 2010 IT Board meeting at 10:56 a.m.



Information Technology Board

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MEMORANDA OF PUBLIC MEETING INFORMATION TECHNOLOGY BOARD WORKING SESSION

November 05, 2010

City County Building, Room 224, 8:00 a.m.

Members in Attendance: Greg Bowes, Assessor; Chuck White, Acting Controller; Michael Rodman, Treasurer; Major Daggy, Marion County Sheriff's Department; Jennifer Ruby, City-County Council Appointee

Also in attendance: Glen Baker, Chief Information Officer; Spencer Goodson, Assistant Corporation Counsel; Joseph O'Connor, Assessor-Elect; Kevin Ortell, Deputy Chief Information Officer

Members not in Attendance: Julie Phealon, Mayoral Appointee; Beth White, Marion County Clerk; Judge William Young, Marion County Superior Court; Gary Coons, Public Safety.

The Marion County Information Technology Board ("IT Board") conducted a Working Board Session on Friday, November 05, 2010, at 8:00 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:

- 24 Month Planning Process and Results
- Discussion of ISA Compensation Plan
- Security Initiatives Update
- Overview of Recent Outage
- Property System Project Final Budget Review
- Future City/County Websites Development

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



RESOLUTION # 10-35

INFORMATION TECHNOLOGY BOARD

Resolution to Recognize Marion County Assessor Greg Bowes for his service to the Information Technology Board

WHEREAS, Marion County Assessor Greg Bowes served on the Information Technology Board from May 2007 to December 2010; and

WHEREAS, Assessor Bowes, through his compelling leadership and guidance, brought his experience and knowledge of technology into the process, thereby serving the City of Indianapolis and its citizens to ensure the success of the Information Services Agency; and

WHEREAS, Assessor Bowes has been a strong supporter, leader and spokesperson for the role technology must play toward enabling citizen service, process improvement and economic efficiencies; and

WHEREAS, Assessor Bowes served on the Information Technology Board and the Enhanced Access Review Committee with unquestionable integrity.

NOW THEREFORE BE IT RESOLVED, the Information Technology Board extends recognition and appreciation to Assessor Bowes for his outstanding service to the City of Indianapolis and Marion County as a valued member of the Information Technology Board.

Michael W. Rodman, Chairman
Information Technology Board

Jennifer G. Ruby, Secretary
Information Technology Board

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Information Technology Board

November 2010 ISA Report Summary

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ISA Project Status

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

Project	BI	Phase	Scheduled Finish Date	Time	Budget	Scope	Overall Status
Guardian Home Moves (Sheriff and IMPD)	BI5	Complete	10/31/2010	Blue	Blue	Blue	Blue
Office 2007 Implementation	BI2	Complete	10/31/2010	Blue	Blue	Blue	Blue
Network Vulnerability Assessment	BI2	Complete	10/31/3010	Blue	Blue	Blue	Blue
DCE FileNet Enhancements Phase 1	BI2	Executing	11/30/2010	Green	Green	Green	Green
Public Safety Air Cards	BI2	Executing	12/31/2010	Green	Green	Green	Green
ACC Chameleon Upgrade	BI2	Executing	12/31/2010	Green	Green	Green	Green
Disaster Recovery Plan Upgrade – Phase 1	B12	Executing	12/31/2011	Green	Green	Green	Green
RequestIndy Phase 2	BI1	Executing	12/31/2010	Green	Green	Green	Green
Traffic Court Move	BI5	Executing	01/04/2011	Green	Green	Green	Green
Indy.Gov Redesign – Phase 3	BI2	Executing	1/15/2011	Yellow 12/20/2010	Green	Green	Green
Election Board Warehouse Move	BI5	Executing	1/21/2011	Green	Green	Green	Green
2010 PC Refresh	BI5	Executing	01/31/2011	Green	Green	Green	Green
Accela Phase III – Business Licensing	BI2	Executing	04/30/2011	Yellow	Green	Green	Green
ERP Implementation – Core Human Capital Management	BI2	Executing	05/31/2011	Green	Green	Green	Green
MOSS Admin and Enterprise Rollout Planning	BI5	Executing	06/30/2011	Green	Green	Green	Green
ERP Implementation - Core Financials	BI2	Executing	07/31/2011	Green	Green	Green	Green
Public Safety Integrated Regional Info System - IRIS	BI7	Executing	09/30/2011	Green	Green	Green	Green
Sheriff Deputy Tracking For Clock Rounds	BI2	Planning	TBD	Green	Green	Green	Green
Citizen’s Energy Water Transfer	BI2	Planning	TBD	Green	Green	Green	Green
Email Optimization	BI2	On-Hold	On-Hold	Black	Black	Black	Black

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

Current Project Summary Descriptions



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Accela Phase III – Business Licensing

Previous phases of this project implemented basic Accela functionality and business licensing “lite” for DCE and HHC. Accela Phase III consists of two parts. The first part of Phase III is the implementation of Accela release 7.05. The second part of Phase III is implementation of full business licensing. In this part of the project, the Licensing module will be added to the Accela environment and configured to meet the licensing needs of DCE.

ACC Chameleon Upgrade

The Chameleon line of business application will be brought to the current patch release. This will open up a number of enhancements which will provide value to ACC. The agency will have access to better reports and application functions. Additional useful data fields will be added or expanded. A number of application bugs will be corrected.

Citizen’s Energy Water Transfer

ISA will be working with its partners in DPW, DOW and Citizen’s Energy to ensure a smooth IT transitions for the water transfer to Citizens Energy. This will be a multiple phase project and will need to address such activities such as network connections, which asset management system will be used, etc.

DCE FileNet Enhancements

This initiative includes some enhancements to the FileNet environment to meet some needs for DCE. The enhancements have been broken out into three phases. Phase 1 includes the Kofax solution and retirement of IndiDocs, phase 2 includes online access for the public of DCE documents, and phase 3 includes the digital plan review software.

Disaster Recovery Plan Upgrade

ISA and its managed services partners have begun to undertake a review and improvement of disaster recovery practices. Efforts will focus on improving current state, defining future state, outlining a strategy and timeline to undertake improvements, and educating customers on how services will be restored in the event of a disaster to help support Continuity of Operations Planning (COOP) in departments and agencies.

Election Board Warehouse Move

The Election Board is planning to move its warehouse from Gale Street to the Sherman Commons Shopping Center located at 3737 East Washington Street. This

move is schedule to occur after the November 2nd election and will require a new data circuit, wiring and phones for approximately ten employees.

Email Optimization

The objective of this project is to improve the efficiency of the City/County’s email services by upgrading to latest version of Microsoft Exchange, implementing more features in our archiving solution, Symantec’s Enterprise Vault, and updating email policies and procedures. Efficiencies will be gained through the reduction systems required to deliver the service, utilizing archives to reduce the amount of high storage and reducing the amount of time and effort required to fulfill public record requests.

ERP Implementation – Core Human Capital Mgmt

We have begun implementing the ERP solution of choice using a phased approach that enables the City/County to realize benefits throughout the 3-year implementation. We launched the implementation of the Core Human Capital Management phase in early July. The scope of this phase includes the implementation of Human Resources, Benefits Administration, Pension, and Payroll.

ERP Implementation – Core Financials

We have begun implementing the ERP solution of choice using a phased approach that enables the City/County to realize benefits throughout the 3-year implementation. We have initiated our planning processes to ensure we are ready to launch the implementation of the Core Financials phase in late August. The scope of this phase includes the implementation of General Ledger, Procurement, and Accounts Payable.

Guardian Home Moves (Sheriff & IMPD)

IMPD and the MCSD have relocated staff currently residing at 5751 University Avenue (former Children’s Guardian’s Home) as of July 14th, 2010. The Department of Public Safety received approval through the City Council full-committee on June 28th, 2010 to enter a 10-year lease agreement. As of July 15th, 2010, approximately 146 IMPD officers and administration staff began occupancy of 18,000 square feet of space at 3910 Culligan Avenue.

The Marion County Sheriff’s Department (MCSD) Westside Warrants unit, currently located at 5751 University Avenue, have relocated to the former MCSD Information Technology (IT) section of the Main Jail, located at 40 S Alabama Street, as of July 13,



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2010. It is undetermined whether this will be the final location of the Westside unit.

Indy.Gov Redesign – Phase 3

This phase will involve the creation of a test environment to develop the new website structure and to implement the new design and architecture into the Content Management System. In addition, reviews will be performed with individual agencies to gather essential feedback prior to drafting of individual site designs.

IRIS - Public Safety Data / Records Management

This is a project for 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. The Public Safety Department is initiating collaboration with surrounding counties to participate in the IRIS project which is grant funded.

MOSS Admin & Enterprise Rollout

The purpose of this project is to leverage our investment in MOSS technology. We will accomplish that leverage in two ways: First, we have engaged Apparatus to manage our MOSS services. Second, we will work with Apparatus to deploy SharePoint to the enterprise in phases: 1) SharePoint 2010 with enterprise and ISA portals, 2) processes impacting multi-agencies, 3) single department/agency processes

Network Vulnerability Assessment

The objective of this initiative is to engage a neutral third-party vendor to conduct a security assessment to identify any potential vulnerabilities in the City/County's external, internal and wireless network infrastructures and provide recommendations on how to remediate them.

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 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.

2010 PC Refresh

ISA has implemented a PC (Workstation & Laptop) refresh program to keep technology current and support costs low. Workstations are refreshed through a leasing program every 4 years and laptops are refreshed through a leasing program every 3 years. ISA is making an aggressive push to complete all remaining laptops by end of year.

Public Safety Air Cards

The Department of Public Safety, in conjunction with its commercial and agency partners, seeks immediate implementation of field connectivity to vehicles and apparatus via the addition of 1,200 commercial-carrier cellular modems or "air-cards." The current scope of this project will enable connectivity, drive-mapping, and the association of static IP addressing. The project is focused primarily on enabling field reporting and is not meant to provide sufficient redundancy to completely mitigate current operational risks stemming from end-of-life vehicle radio modems. Future enhancements will include the implementation of a new wide area network configuration to enable high-availability of internet connectivity. An additional long-term benefit of this project is to better position ISA to swiftly adopt emerging connectivity solutions (LTE and similar).

RequestIndy Phase 2

This initiative will expand upon the initial successes of the RequestIndy Portal by adding additional capabilities and request types, making usability enhancements, and adjusting some technical aspects of the portal. Some of these changes include more robust user help, Spanish language support, and mapping enhancements.

Sheriff Deputy Tracking For Clock Rounds

The MCSD would like to install a state-of-the-art deputy tracking system to initially provide clock rounds capabilities and eventually provide real time tracking for all deputies and inmates in Jail 1. This project will be funded by Justice Assistance Grants (JAG). The system will track deputies' movements throughout Jail 1 using wireless access devices and location transmitters. In addition to helping fulfill requirements for accreditation through the American Correctional Association, significant savings could be realized by tracking deputy movement and eliminating manual entry of clock rounds information into JIMS.



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Traffic Court Move

The traffic court is a high visibility public facing operation moving from the IMPD Training Academy at 10th & Post to a new location at 8115 E Washington Ave. A build-out is required to accommodate the 25-30 staff moving to that area. It is estimated to take 110 days for construction. The new court must be

operational before staff can move from the old location.



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Current Project Status, Milestones, & Issues

Accela Phase III – Business Licensing

- Business licensing configuration document reviewed and approved
- Developed technical plan for Accela production environment

Upcoming Milestones

- Revise business licensing project plan based on approved configuration document (12/16)
- Complete 7.05 upgrade user testing (1/7)
- Implement 7.05 upgrade (1/21)

Issues

- Issues with configuration document have resulted in delays with business licensing implementation.

ACC Chameleon Upgrade

- ACC Staff completed testing/training on new application

Upcoming Milestones

- Upgrade production Chameleon Database from version 4.633 to 4.642 (12/02)
- Go-live (12/31)

DCE FileNet Enhancements

- (Project Dox-Phase III) SOW approved by DCE
- (OPS/LoGO-Phase II) Top requested documents were identified & reviewed by OCC, DCE, and DMD

Upcoming Milestones

- (Kofax-Phase I) DCE/Kofax go-live scheduled for (11/30)
- (OPS/LoGO-Phase II) Creation of SOW and project timeline by LoGO (11/30)

Issues

- Phase II (ProjectDox) funding will require fiscal ordinance

Disaster Recovery Plan Upgrade – Phase 1

- Completed quick top-down review of current status of existing Disaster Recovery Plan
- Identified list of improvements that can be made by end of 2010 (list submitted 11/01)
- Identified list of improvements that will be completed beyond 2010 (submitted 11/01)

Upcoming Milestones

- Completion of identified near-term, phase 1 tasks (12/31)

Election Board Warehouse Move

- Statement of Intent signed
- Circuit Move paperwork signed
- Lease signed

Upcoming Milestones

- Circuit Move (12/31)
- Wiring install (12/27)
- Build out complete (1/10)
- Telephones move and reconnect (1/21)
- Equipment move and reconnect (1/21)

Email Optimization

- Briefly put on hold due to evaluation of cloud options

ERP Implementation – Core Human Capital Management and Financials – Phase 1

- Completion of final Chart of Accounts design
- Fit-Gap completed for Financials Phase 1
- Vendor list consolidation continuing
- Conference Room Pilots (CRPs) completed for HCM Phase 1

Upcoming Milestones

- Completion of configuration design for Financials Phase 1 (11/30)
- Completion of technical design for HCM Phase 1 (12/31)

Indy.Gov Redesign Phase 3

- Engaged MethodFactory for design implementation.
- Initial user review of developed templates.

Upcoming Milestones

- Begin User Acceptance Testing (11/22)
- Begin communicating rollout strategy and timing to agencies and departments (11/24)
- Website launch (1/15)

IRIS - Public Safety Data / Records Management

- Received approval from the Dept of Justice on the budget modifications for the COPS grant
- Submitted sole-source procurement request to the Dept of Justice (must be approved by DOJ since IRIS is funded by the COPS grant)
- Received proposal and contract from i2 (COPLINK vendor) and started negotiations



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Upcoming Milestones

- Finalize negotiations on the COPLINK proposal (12/3)
- Submit sole-source justification and proposal to Purchasing for internal approval (12/7)
- Present proposal and sole-source justification to Public Safety board (12/16)

MOSS Admin & Enterprise Rollout

- Completed SharePoint 2010 implementation plan which includes enterprise and ISA portal deployment
- Apparatus now receiving SharePoint tickets submitted to the help desk
- Decision made to implement SharePoint 2010 before additional MOSS deployments
- Continued development of ISA intranet portal

Upcoming Milestones

- Develop MOSS enterprise deployment plan (11/30)
- Procure infrastructure for SharePoint 2010 environment (1/25)

2010 PC Refresh

- 97.2% of the scheduled devices for lease return have been completed.
- Planning is underway for the 2011 refresh which contains 1246 returns.
- Planning has also started for the 2012 lease returns which total 1741.

Upcoming Milestones

- Approx 600 Public Safety devices to be refreshed (12/31)
- Approx 200 non-Public Safety devices to be refreshed (1/31)
- 367 lease returns due (2/1)

Public Safety Air Cards

- Conducted partner capabilities presentation showcasing AVL, field personnel mgmt, and other complementary solutions
- Architected operational solution and ordered hardware
- 1000+ end users identified, static IP addresses setup
- Remote pushes for software initiated
- Continued support of rollout and added a software instance to support growth of deployment

Upcoming Milestones

- Formalize software agreements (12/01)

- Support roll-out of 1000 cards by year end (12/31)

Issues

- Vendor credits diminish over time in two steps (-33% as of year-end) and (-100% end of Q1 2011). ISA is aggressively working to help public safety maximize credits.

RequestIndy Phase 2

- Software Requirements Gathering
- Software Requirements Complete
- Commenced Development

Upcoming Milestones

- Testing Complete (12/15)
- Application Deployment (12/31)

Sheriff Clock Rounds

- ISA aided in coordination across entities to help finalize contract negotiations

Upcoming Milestones

- MCSD contract award (12/05)
- Project kickoff (12/10)

Issues

- Original RFP award deadlines have been greatly extended; providing time for other complications (vendor merger and scope challenges)

Traffic Court Move

- Orders for interim WAN circuits have been placed
- Technical plans have been finalized

Upcoming Milestones

- Interim WAN circuits installed (12/01)
- Construction Completed (12/31)
- Anticipated Go-Live Date (1/04)
- Production WAN Circuits installed (TBD)

Issues

- Still waiting on production circuit order to be approved. Delay caused by ISA ordering and QA process errors

Vendor Performance

DAI: DAI met all of the established SLRs for the month of October. There were 260 Application Services tickets opened and 332 closed during the month.



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Northrop Grumman: The ISA Helpdesk took 4435 requests for assistance in October. Northrop Grumman completed 2034 regular Install, Moves, Adds and Changes (IMACs) for the month. NG missed the following 2 SLRs for the month:

- **SLR 26 - Severity 1 Response/Resolution – Enterprise Network Lockup** – A localized outage tripped off software at a connected vendor partner to initiate a scan of all networks possible within the CCB network. Since millions of requests that were coming from the software were being responded to one-by-one at the core routers, a full enterprise outage occurred.
- **SLR 25 – Email Response Rate** – The SLA measures the elapsed time between when an email is sent to the help desk inbox and when a trouble ticket is generated. SLR is 1 hour to generate the ticket 98% of the time. The automated system script for ticket generation failed due to an email with large attachments. This condition was not caught in time and about 4% of emails were missed for the month.

Project Keys

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

Status Key	
Blue	Project has been completed. This is the last time it will appear on this report.
Red	The project is experiencing significant delays, potential cost overruns, 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.
Yellow	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
Green	Project is on time, on budget and/or on scope.
Black	This project has been placed on long term hold, terminated early, or retired

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



Information Technology Board

Leading the way in enterprise-wide technology

Financial Report

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

2010 vs. 2009 October Year-to-Date Expenses

<i>Characters</i>	Budget 2010	YTD Oct-10	2010 % Used	Budget 2009	YTD Oct-09	2009 % Used
TOTAL EXPENSE	\$41,811,908	\$24,570,803	58.8%	\$38,583,265	\$24,395,495	63.2%
Char 1 - Personnel & Fringes	\$2,977,958	\$2,599,888	87.3%	\$3,018,546	\$2,373,966	78.6%
Char 2 - Supplies	\$323,229	\$215,978	66.8%	\$25,793	\$4,773	18.5%
Char 3 - Contractual Services	\$38,001,696	\$21,578,625	56.8%	\$35,529,426	\$22,012,922	62.0%
Char 4 - Capital & Equipment	\$509,025	\$176,312	34.6%	\$9,500	\$3,834	40.4%

Approximately \$8 million in prior year purchase orders carried over into 2010. Of that amount, we have spent approximately \$5.2 million in this calendar year.

2010 vs. 2009 October Year-to-Date Revenue

	Budget 2010	YTD Oct-10	% Collected	Budget 2009	YTD Oct-09	% Collected
TOTAL REVENUE	\$40,597,547	\$24,300,003	59.9%	\$35,475,421	\$25,853,795	72.9%
Chargeback/Pass Through						
City	\$12,607,445	\$10,892,279	86.4%	\$12,607,445	\$13,029,285	103.3%
County	\$12,143,091	\$8,537,455	70.3%	\$12,143,091	\$9,912,702	81.6%
Other (Outside Agencies)	\$264,000	\$256,227	97.1%	\$240,000	\$330,758	137.8%
Telephones						
City	\$1,355,111	\$1,117,149	82.4%	\$824,093	\$1,136,014	137.9%
County	\$915,900	\$698,754	76.3%	\$545,699	\$784,998	143.9%
Other (Outside Agencies)	\$312,000	\$253,442	81.2%	\$148,993	\$277,720	186.4%
Miscellaneous Revenue	\$13,000,000	\$2,544,697	19.6%	\$8,966,100	\$382,318	4.3%

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. \$2.2 million for prior year projects. There is also approx. \$0.6 million in prior year revenue (fiscal ordinance) that we could receive this year.

2010 vs. 2009 Service Area Contract Comparison

Actual Cost	YTD Oct-10	YTD Oct-09	Variance
TOTAL	\$9,932,947	\$10,916,533	-\$983,586
Service Area 1 (Data Center & Network)	\$4,067,325	\$4,421,430	-\$354,105
Service Area 2 (Help Desk & Distributed Computing)	\$2,082,132	\$2,264,130	-\$181,998
Service Area 3 (Application Development)	\$3,366,336	\$2,726,400	\$639,936
True-up & Initiative Costs	\$417,154	\$1,504,573	-\$1,087,419



RESOLUTION # 10-36

INFORMATION TECHNOLOGY BOARD

Resolution to Approve Funding Transfer in Purpose from Document Management to Clock Rounds

WHEREAS, within the 2009 budgetary process the Information Services Agency ("ISA") forecasted substantial demand for consulting and implementation services geared toward broadening the City's document management implementation; and

WHEREAS, substantial and material document management progress has been made; and

WHEREAS, ISA remains committed to the identification and pursuit of opportunities to leverage available funding for the highest and best Enterprise use; and

WHEREAS, transfer in purpose of some document management funds is pursuant to the findings of consultative technology assistance, provided by ISA, which indicated the opportunity for MCSD to drive substantial value via a technology solution offering enhanced officer and inmate safety; and

WHEREAS, the potential value to be driven via the near-term pursuit of a scalable Clock Rounds system is estimated to substantially exceed what may currently result via incremental investment in document management.

NOW THEREFORE BE IT RESOLVED, the Information Technology Board authorizes the transfer in purpose of funding in the amount of One-Hundred Fifty Thousand Six-Hundred Sixty Dollars (\$150,660) for payment of the Clock Rounds vendor selected as a result of a City-County RFP process, to aid MCSD in obtaining a state-of-the-art, scalable, jail management system.

Michael W. Rodman, Chairman
Information Technology Board

Jennifer Ruby, Secretary
Information Technology Board

November 30, 2010



Clock Rounds Project

Will Johnson

Business Development Program Manager

Options and Business Case Presentation

November 30, 2010

Clock Rounds: Overview

1. April 13, 2009 –Proposal presented to Marion County Criminal Justice Planning Council utilizing Edward Byrne Memorial Justice Assistance Formula Program (ARRA) funds...forwarded to full Council
2. May 4, 2009, Proposal 121, 2009 passed by City-County Council
3. May 18, 2009 – Proposal submitted to Federal grant office
4. March 5, 2010, RFP responses for clock-round monitoring system (RFP 10-0637) received
5. June 14th, 2010, second system demonstration held @ 47 S. Alabama
6. ISA to examine the proposed solutions(s), determine ability to leverage existing investments, aid in the production of a business case **by 8/06/10**
7. MCSD finalizes agreement with RFP respondent by **12/10/10**
8. ISA/MCSD evaluate Phase 1 deployment and pursue continued funding opportunities to drive full-scale efficiencies by **May. 1, 2011.**

Proposed system attributes

- Proven
- Based on mature technologies
- Scalable in logical phases
- Offers broader enterprise opportunities for efficiency
- Significant portion of expense is transferrable in preparation for a new facility



Funding Sources

One-time

- \$385,000 = Clock Round Security System (Grant)
- \$150,660 = ISA

Recurring

Process	Annual process expenses with savings potential
Clock rounds*	\$182,584
Automated event recording*	\$200,495
Head counts*	\$200,495
Workman's Compensation	\$310,366 ** est
Legal Settlements	\$141,833 ** est
Legal fees	????????
Inmate Medical	????????

*Annual estimates provided by MCSD and are based upon employee time-saved

**Workman's Comp and Legal Settlements are 3-yr averages to be multiplied against a savings estimate



QUESTIONS?

INFORMATION SERVICES AGENCY
200 E. Washington Street, Suite 1942
www.indygov.org
317-327-3100



RESOLUTION # 10-37

INFORMATION TECHNOLOGY BOARD

Resolution to Approve City/County Building Network Refresh

WHEREAS, for the year 2010 the Information Services Agency (ISA) initiated a project to refresh the aging network infrastructure of the City/County Building (CCB); and

WHEREAS, ISA's Technology Architect and Network Engineers have worked with existing vendor partners on a design for the refresh of the CCB network infrastructure that provides more capacity for future services while reducing the number of network devices; and

WHEREAS, the refresh of the CCB network infrastructure will require the purchase of network equipment, network cabling materials, plus professional services to install the equipment and cabling materials, with an estimated total cost of Seven Hundred and Fifty Thousand Dollars (\$750,000).

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes ISA's Chief Information Officer to execute any and all reasonable contractual agreements to procure the equipment, materials and services required for the refresh of the CCB network infrastructure at an amount not to exceed Seven Hundred and Fifty Thousand Dollars (\$750,000).

Michael W. Rodman, Chairman
Information Technology Board

Jennifer G. Ruby, Secretary
Information Technology Board

November 30, 2010



ISA Infrastructure Refresh (Resolutions 10-37 & 10-41)

**IT Board Presentation
November 30, 2010**

ISA Infrastructure Refresh Overview

- Purpose: Refresh the following infrastructure components of the City/County's Information Technology (IT) services environment:
 - City/County Building's (CCB) network infrastructure (**Resolution 10-37**)
 - Core server hardware (**Resolution 10-41**)
- Objectives
 - Replace aging network equipment
 - Increase network and server processing capacity
 - Reduce the number of network and server devices
 - Establish life cycle management processes for infrastructure components



ISA Infrastructure Refresh

CCB Network Infrastructure (10-37)

- Costs
 - One Time Costs:
 - Cabling Materials \$50,000
 - Professional Services \$100,000
 - Lease Costs:
 - Network Equipment \$600,000 (5 Year Lease, 0% Finance)
 - **Total** **\$750,000**
- Not in Scope
 - Maintenance and support for existing network devices
 - Network core and Data Center network infrastructure
 - Wide area network infrastructure

ISA Infrastructure Refresh

Server Infrastructure (10-41)

- Costs-Core Server Hardware: \$450,000 estimated
 - Budgeted for 2010
 - \$400k for Equipment
 - \$50K for Professional Services (if needed)
 - 16 high end physical servers
- Not in Scope
 - Application and system software
 - Storage area network infrastructure
 - Telephony infrastructure



QUESTIONS?

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200 E. Washington Street, Suite 1942
www.indygov.org
317-327-3100



RESOLUTION # 10-38

INFORMATION TECHNOLOGY BOARD

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

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

WHEREAS, the DCE intends for said Lobbyist Registration application to fulfill a City/County ordinance requiring registration and annual report filing by lobbyists, and does not intend to offer more traditional, non-Web based options; and

WHEREAS, lobbyists would be charged a fee of One Hundred Dollars (\$100.00), per City/County ordinance; and

WHEREAS, the proposed service process fee would include a Two Percent (2%) / Two Dollar (\$2.00) credit card processing fee plus Three Dollars and Fifty Cents (\$3.50), for a total service process fee of Five Dollars and Fifty Cents (\$5.50) per transaction; and

WHEREAS, the DCE intends to fund the proposed service process fee by cost savings, which it expects to realize by utilizing a Web service to conduct business that would otherwise be handled via DCE resources; and

WHEREAS, the EARC has approved the proposed service process fee for the Lobbyist Registration application, not to exceed Five Dollars and Fifty Cents (\$5.50) per transaction.

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board approves the proposed service process fee for the Lobbyist Registration application, not to exceed Five Dollars and Fifty Cents (\$5.50) per transaction.

Michael W. Rodman, Chairman
Information Technology Board

Jennifer Ruby, Secretary
Information Technology Board

November 30, 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. Completing the Lobbyist Filing phase will allow DCE 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.

Conclusion

The EARC recommends the fee of \$3.50 plus 2% be authorized by the IT Board for Lobbyists filing their annual report through the new online service.



RESOLUTION # 10-39

INFORMATION TECHNOLOGY BOARD

Resolution to Approve Enhanced Access fees for On-line application for Special Event Permits

WHEREAS, Local Government Online (LoGO) Indiana intends to create an application which will provide the ability to apply for Special Event Permits that interfaces with the Department of Code Enforcement's (DCE) Accela application; and

WHEREAS, DCE and LoGO have proposed to accept payment via eCheck and via Credit/Debit cards; and

WHEREAS, the proposed fee would be Four Dollars (\$4.00) per application, plus a Two Percent (2%) processing fee for payment via Credit/Debit cards; and

WHEREAS, DCE offers other on-line permit applications through LoGO with the same fee structure; and

WHEREAS, the EARC has approved the proposed fee for a Special Event Permit application at the rate of Four Dollars (\$4.00) per application, plus a Two Percent (2%) processing fee for payment via Credit/Debit cards.

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board approves the proposed fee for a Special Event Permit application at the rate of Four Dollars (\$4.00) per application, plus a Two Percent (2%) processing fee for payment via Credit/Debit cards.

Michael W. Rodman, Chairman
Information Technology Board

Jennifer Ruby, Secretary
Information Technology Board

November 30, 2010

Executive Summary Special Event Permit Fee

Introduction

The Department of Code Enforcement (DCE) has worked with Local Government Online (LoGO) Indiana to make available to the public the ability to apply for and receive permits for Special Events online. This program will take applications online for Special Event Permits and submit them to DCE's Accela application. Applying for a permit requires the submission of a non-refundable filing fee, which will be set at \$32.00 on January 1. Once a permit application has been submitted, the end user can check back with LoGO's system to see whether their application has been approved or not. If the permit is approved, an additional permit fee of \$25.00 must be paid.

Approach

LoGO has structured their application to allow for instant access by the public. Payment may be made by either electronic check (eCheck) or by Credit/Debit card. A fee structure of \$4.00 per application has been proposed with an additional 2% processing fee for payment via Credit/Debit cards. Application for and issuance of a permit would require two separate financial transactions, one to apply for the permit and one to pay for the permit if issued. A single enhanced access fee of \$4.00 would apply to both transactions, but payment by Credit/Debit card would result in processing fees being applied on both payments if a Credit/Debit card was used for both payments.

The enhanced access fee of \$4.00 mirrors the fee for other permits which can be applied for online with DCE.

The requested enhanced access and payment processing fees charged for applying for and receiving a Special Event Permit in support of this service are:

- \$4.00 per each transaction processed plus 2% Credit/Debit card processing fees incurred.

	Payment via Credit/Debit card	Payment via eCheck
Application fee for permit	\$32.00	\$32.00
Enhanced Access Fee	\$4.00	\$4.00
Credit/Debit card processing fee	\$0.72	
Permit Issuance Fee	\$25.00	\$25.00
Credit/Debit card processing fee	\$0.50	
Total paid by end user	\$62.22	\$61.00

Conclusion

The EARC recommends the fee of \$4.00 plus 2% for Credit/Debit card processing be authorized by the IT Board for customers to apply and receive Special Event Permits through the new online service.



RESOLUTION # 10-39

INFORMATION TECHNOLOGY BOARD

Resolution to Approve Enhanced Access fees for On-line application for Special Event Permits

WHEREAS, Local Government Online (LoGO) Indiana intends to create an application which will provide the ability to apply for Special Event Permits that interfaces with the Department of Code Enforcement's (DCE) Accela application; and

WHEREAS, DCE and LoGO have proposed to accept payment via eCheck and via Credit/Debit cards; and

WHEREAS, the proposed fee would be Four Dollars (\$4.00) per application, plus a Two Percent (2%) processing fee for payment via Credit/Debit cards; and

WHEREAS, DCE offers other on-line permit applications through LoGO with the same fee structure; and

WHEREAS, the EARC has approved the proposed fee for a Special Event Permit application at the rate of Four Dollars (\$4.00) per application, plus a Two Percent (2%) processing fee for payment via Credit/Debit cards.

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board approves the proposed fee for a Special Event Permit application at the rate of Four Dollars (\$4.00) per application, plus a Two Percent (2%) processing fee for payment via Credit/Debit cards.

Michael W. Rodman, Chairman
Information Technology Board

Jennifer Ruby, Secretary
Information Technology Board

November 30, 2010

Executive Summary Special Event Permit Fee

Introduction

The Department of Code Enforcement (DCE) has worked with Local Government Online (LoGO) Indiana to make available to the public the ability to apply for and receive permits for Special Events online. This program will take applications online for Special Event Permits and submit them to DCE's Accela application. Applying for a permit requires the submission of a non-refundable filing fee, which will be set at \$32.00 on January 1. Once a permit application has been submitted, the end user can check back with LoGO's system to see whether their application has been approved or not. If the permit is approved, an additional permit fee of \$25.00 must be paid.

Approach

LoGO has structured their application to allow for instant access by the public. Payment may be made by either electronic check (eCheck) or by Credit/Debit card. A fee structure of \$4.00 per application has been proposed with an additional 2% processing fee for payment via Credit/Debit cards. Application for and issuance of a permit would require two separate financial transactions, one to apply for the permit and one to pay for the permit if issued. A single enhanced access fee of \$4.00 would apply to both transactions, but payment by Credit/Debit card would result in processing fees being applied on both payments if a Credit/Debit card was used for both payments.

The enhanced access fee of \$4.00 mirrors the fee for other permits which can be applied for online with DCE.

The requested enhanced access and payment processing fees charged for applying for and receiving a Special Event Permit in support of this service are:

- \$4.00 per each transaction processed plus 2% Credit/Debit card processing fees incurred.

	Payment via Credit/Debit card	Payment via eCheck
Application fee for permit	\$32.00	\$32.00
Enhanced Access Fee	\$4.00	\$4.00
Credit/Debit card processing fee	\$0.72	
Permit Issuance Fee	\$25.00	\$25.00
Credit/Debit card processing fee	\$0.50	
Total paid by end user	\$62.22	\$61.00

Conclusion

The EARC recommends the fee of \$4.00 plus 2% for Credit/Debit card processing be authorized by the IT Board for customers to apply and receive Special Event Permits through the new online service.



RESOLUTION # 10-40

INFORMATION TECHNOLOGY BOARD

Resolution to Approve an Increase in Enhanced Access fees for the collection of Traffic Ticket Fines

WHEREAS, Local Government Online (LoGO) Indiana has created an application for drivers to pay their Traffic Tickets online; and

WHEREAS, currently the enhanced access fees for said application are \$1.00 + 2% of the total transaction; and

WHEREAS, the average cost for supporting and maintaining the Traffic Ticket application is approximately \$1.22 per ticket exclusive of Credit/Debit card processing fees; and

WHEREAS, LoGO has proposed a fee increase to \$2.00 + 2% of the total transaction; and

WHEREAS, the EARC approved adoption of this new, increased fee structure.

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board authorizes the proposed fee increase of enhanced access and credit card processing fees to \$2.00 + 2% of the transaction total.

Michael W. Rodman, Chairman
Information Technology Board

Jennifer Ruby, Secretary
Information Technology Board

November 30, 2010

Executive Summary

Traffic Ticket Fee Increase

Introduction

The City of Indianapolis-Marion County has offered motorists the ability to pay traffic tickets online via Local Government Online (LoGO) Indiana for over ten years. The cost for this convenience has been the payment of a \$1.00 Enhanced Access fee plus a 2% credit/Debit card processing fee. This fee structure has not been updated since the Traffic Ticket Payment System went online.

The costs to maintain the application and to provide customer support on the application have increased to the point that customer service and development costs currently outstrip revenue \$1.22 to \$0.90 per transaction. Contributing to the customer service costs are customer phone calls and emails regarding fee amounts, process questions, and general payment inquiries such as confirmation of payments and credit card authorization concerns.

Motorists may currently pay their tickets in person, by mail, by phone or online. The cost to pay in person by cash or check is the value of the time of the person making the payment. Paying by mail costs the price of a first class stamp and an envelope. Paying by phone has a tiered cost structure with a cost of \$5.95 per ticket for the average fine amount of \$159.54. The cost of the proposed fee increase would be \$5.23 per ticket for an average fine of \$159.54. Adjusting this fee would allow LoGO to continue to reinvest in the development, marketing and customer service support needed to continuously improve this online service.

Approach

The requested fees for payment processing for this service are:

- \$2.00 per transaction processed for credit, debit card processing plus 2% processing fees incurred for processing payment.

Example Credit/Debit Card Payment for Traffic Ticket Payments

Filing Fee (to end user):	\$159.54
<u>Enhanced Access Fee:</u>	<u>+ \$ 2.00</u>
Subtotal:	\$161.54
<u>* 2% processing fee:</u>	<u>+ \$ 3.23</u>
Total paid by end user:	164.77

Conclusion

The EARC recommends that raising the fee for payment of traffic tickets online to \$2.00 plus 2% be authorized by the IT Board.



RESOLUTION # 10-41

INFORMATION TECHNOLOGY BOARD

Resolution to Approve ISA Server Infrastructure Refresh

WHEREAS, for the year 2010 the Information Services Agency (ISA) initiated a project to refresh its server infrastructure; and

WHEREAS, ISA's Technology Architect and Systems Engineers have worked with existing vendor partners on plans for the refresh of the its server infrastructure that provides the capacity to meet current demand and consolidate legacy server hardware into the new infrastructure while providing the scalability to pro-actively meet future demand; and

WHEREAS, the refresh of ISA's server infrastructure will require the purchase of server hardware at an estimated cost of Four Hundred Fifty Thousand Dollars (\$450,000.00); and

NOW THEREFORE BE IT RESOLVED, that the IT Board authorizes ISA's Chief Information Officer to execute any and all reasonable contractual agreements to procure the equipment, materials and services required for the refresh of ISA's server infrastructure at a cost not to exceed Four Hundred Fifty Thousand Dollars (\$450,000.00)

Michael W. Rodman, Chairman
Information Technology Board

Jennifer G. Ruby, Secretary
Information Technology Board

November 30, 2010



**CONSOLIDATED OPERATIONS &
RESOURCE PLANNING SYSTEM**

*City Of Indianapolis
Marion County*

ERP Update

IT Board

November 30th, 2010

Aaron V. Hood, Project Director

Guiding Principles...

1. ***Process improvement*** project!
2. Need everyone involved!
3. Consolidation of functions is key!
4. Must be consistent with the overall strategic goals of the enterprise!
5. Implement a system that can meet a majority of our goals within our constraints!

Sub-Projects	2010												2011												2012											
	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D					
Blue Print Development	■	■	■																																	
Unified COA and Vendors		■	■	■	■	■	■																													
Portal Solution						■	■	■	■	■	■	■	■	■	■	■	■																			
HCM Phase 1		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■																			
Base HR, Benefits and Pension		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■																			
Payroll		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■																			
Financials Phase 1 (G/L, A/P, PO)					■	■	■	■	■	■	■	■	■	■	■	■	■																			
HCM Phase 2								■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■							
Benefits Admin, eBenefits								■	■	■	■	■	■	■	■	■	■																			
Help Desk, Absence Trkg,																																				
eCompensation and Time and Labor																																				
Self Service (Profile & eProfile Mgr)																																				
Phase 1 - Budgeting and Planning - Hyperion																																				
Financials Phase 2																																				
A/R, Billing, Ebill Pay, Costing																																				
Grant Mgmt, Contracts, Asset Mgmt, Cash Mgmt																																				
Additional Modules																																				
Performance and Learning Mgmt																																				
eSupplier, Strategic Sourcing, Supplier Contract																																				
Deal Management, Risk Management, Expenses																																				



What's been happening since we last met...

- Phase 0 (Blueprint & Chart of Accounts)
 - Blueprint completed
 - New, consolidated chart of accounts nearly complete (98%)
- Phase 1 – HCM (Base HR, Benefits, Pension & Payroll)
 - Completed CRP (Conference Room Pilot) Sessions
 - Finished Fit/Gap
 - Came in under estimate for customizations!
 - Came in over on data conversions, reports, & interfaces ☹
 - System Testing begins in December
 - “Go-live” scheduled for April 2011
- Phase 1 – Financials (G/L, A/P & Procurement)
 - Kicked-off September 1st
 - Finished Fit/Gap
 - Came in under estimate for customizations!
 - Still analyzing estimate on data conversions, reports, & interfaces
 - CRPs to begin in January 2011
- Training & Security
 - Plan finalized and course content being developed
 - Security roles within PeopleSoft being established

How's it going?...

- Project is presently:
 - On time
 - On budget
 - On scope
 - Overall = “GREEN” status



- A couple areas of concern – borderline **yellow**
- “It’s *still* early”
- Lots of meetings & staff time
- Some ‘project fatigue’ setting in
- Change management – newsletters; best practices
- No major issues at this point
- We have a long way to go....

But we **WILL** succeed!!!

Thank you!

Questions?



Public Safety

Project Updates

Glen Baker, Chief Information Officer
Will Johnson, Business Development Program Manager

IT Board Presentation
October 26, 2010



Public Safety

Project Updates

Project	Benefits	Status/Target Date
Mobility Solutions 1200 IMPD Air Cards	<ul style="list-style-type: none"> •Security •Multi-network roaming •Audit capabilities •Improved application function •Carrier-agnostic •Bandwidth optimization 	Implementing / 12/31/10
ACC Laptops	<ul style="list-style-type: none"> •Improved dispatch function •Field data entry 	Rolled-out / 10/21/10
IT Consolidation	<ul style="list-style-type: none"> •Improved efficiency •Leverages high-degree of commonality across business processes 	ISA hiring a Deputy Director of Public Safety Technology



Public Safety

Project Updates Continued

Project	Benefits	Status/Target Date
IRIS	<ul style="list-style-type: none"> •Enhanced/automated data-sharing across jurisdictions •Improved link/relationship associations 	Executing / 09/15/2011
MSC/DPS Video Conferencing (I-VACs)	<ul style="list-style-type: none"> •Reduced travel time •Potential for video arraignment 	RFP / Go-live Q1 2011
EOC/JOC Planning	<ul style="list-style-type: none"> •Support for new facility at Eastgate 	Planning / Q2 2011
MCSD Clock-rounds (Deputy/Inmate Tracking)	<ul style="list-style-type: none"> •Streamlined data entry in Jail •Substantially reduced risk and liability 	Planning / Go-live Q2 2011



Public Safety

Project Updates Continued II

Project	Benefits	Status/Target Date
Chameleon Upgrade	<ul style="list-style-type: none"> •Improved functionality and interfacing 	Executing / 12/31/10
Chameleon/Siebel Interface Updates	<ul style="list-style-type: none"> •Improved speed and accuracy of citizen communication 	Planning / 12/31/10
Public Safety Future Vision and Strategy Development	<ul style="list-style-type: none"> •Coordinated/planned funding priorities/system replacement schedule 	Planning / 12/31/10



QUESTIONS?

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200 E. Washington Street, Suite 1942
www.indygov.org
317-327-3100

**ISA CONTRACT REPORT <\$100,000
2010**

Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or Chargeback	MBE/W BE	Notes
01/05/10	ISA	Mugshot Maintenance	Imageware	\$59,488.85	\$59,488.85	ISA	No	Maintenance
01/06/10	ISA	BA for Accela Project	Quest	\$59,954.00	\$59,954.00	ISA	No	
01/08/10	ISA	Maintenance	Income Works	\$55,000.00	\$55,000.00	ISA	No	Maintenance
01/08/10	ISA	Maintenance	Prescient	\$91,204.30	\$91,204.30	ISA	No	Maintenance
01/08/10	ISA	Training	ASPE	\$2,463.75	\$2,463.75	ISA	No	
01/08/10	DPW	Fleet Services Maintenance	CCC	\$4,784.00	\$4,784.00	ISA	No	Maintenance
01/08/10			Paper Business				No	
01/08/10	Courts	Informer Probation Client & CM	Solutions	\$18,275.00	\$18,275.00	ISA	No	Maintenance
01/08/10	DPW	Fleet Focus, M5 Focus	AssetWorks	\$38,177.68	\$38,177.68	ISA	No	Maintenance
01/08/10	DPW	All data/Gov/Library DVD	Michael J LeVine	\$3,000.00	\$3,000.00	ISA	No	
01/08/10	ISA	OS Base Maintenance	SAS	\$19,142.00	\$19,142.00	ISA	No	Maintenance
01/14/10	ISA	Maintenance	Service Express	\$4,668.00	\$4,668.00	ISA	No	Maintenance
01/27/10	ISA	Project Management 12/1-07/30/2010	Direct Path	\$80,500.00	\$80,500.00	ISA	No	Citizens Portal
01/28/10	ISA	i2000	Network Storage	\$38,467.60	\$38,467.60	ISA	No	Maintenance
02/02/10	ISA	FDR/CPK/ABR	Innovation Data	\$9,720.00	\$9,720.00	ISA	No	Maintenance
02/12/10	DPW	Software and Hardware Maintenance	Snap On Business Solutions	\$9,000.00	\$9,000.00	ISA	No	Maintenance
02/15/10			CCC Information					
02/15/10	DPW	Pathways Master Licenses	Services	\$52,992.00	\$57,776.00	ISA	No	Licenses
02/18/10	ISA	Indy.gov Web Redesign Phase 1	Black Market	\$10,200.00	\$10,200.00	ISA	No	Web design
02/26/10	ISA	Project Management 02/22-04/30/201	Direct Path	\$13,800.00	\$94,300.00	ISA	No	Citizens Portal
03/12/10	ISA	Application, Programming	CD COMM	\$35,000.00	\$35,000.00	ISA	No	Maintenance
03/12/10	ISA	Cannon scanner, Psygen software, training, configuration and maintenance	Imaging Office Systems, Inc.	\$20,000.00	\$20,000.00	ISA	No	Document Management
03/16/10	ISA	Initiative for NetApp Hardware Purcha	Northrop Grumman	\$85,594.00	\$85,594.00	ISA	Yes	Maintenance
03/09/10	ISA	Sun Microsystems Storage Library	Remi Group	\$67,796.00	\$67,796.00	ISA	No	Maintenance
03/30/10	ISA	IT Consolitdation Study	BCForward	\$94,625.00	\$94,625.00	ISA	No	Project Management
03/31/10	DCE	FileNet Backfill Project	Prescient	\$22,400.00	\$113,604.00	ISA	No	Service
04/06/10	ISA	Mainframe Software Code 1	Pitney Bowes	\$14,723.00	\$14,723.00	ISA	No	Maintenance
04/08/10	ISA	Outside Legal Counsel ERP	Jim Ammeen	\$25,000.00	\$25,000.00	ISA	No	Service
04/09/10	OCC	iManage Software Subscriptions	Interwoven	\$3,150.00	\$3,150.00	ISA	No	Maintenance
05/11/10	ISA	Indy.gov Web Redesign Phase 1	Black Market	\$20,400.00	\$30,600.00	ISA	No	Web design
06/09/10	ISA	OCE Inspection Schduling IVR Applic	Waterfield Technologies	\$17,390.00	\$17,390.00	ISA	No	IVR

ISA CONTRACT REPORT <\$100,000

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06/16/10	ISA	Covers OptiView Series 3 7x24	Fluke Networks	\$3,360.00	\$3,360.00	ISA	No	Maintenance
06/25/10	ISA	Uninterruptible Power Supply	Remi Group	\$7,992.00	\$75,788.00	ISA	No	Maintenance
07/02/10	ISA	Web temporary MOSS development	Black Market	\$61,200.00	\$91,800.00	ISA	No	Service
7/8/2010	ISA	Public Safety Future Vision Study	Northrop Grumman	\$87,243.00	\$172,847.00	ISA	Yes	Service
07/12/10	Assessor	Office Migration AppXtender	Prescient	\$47,644.00	\$161,248.00	ISA	No	Service
07/16/10	ISA	SupportEdge Premium NetApp Produ	Northrop Grumman	\$83,590.00	\$256,437.00	ISA	No	Maintenance
07/19/10	ISA	Membership in Executive Program / Assist IT in	Gartner	\$98,000.00	\$98,000.00	ISA	No	Service
08/16/10	ISA	Media Conversion	Imaging Office Systems, Inc.	\$1,465.00	\$21,465.00	ISA	No	Service
08/16/10	ISA	Copier for ERP Team	Cannon IV	\$5,256.00	\$5,256.00	ISA	No	Service
08/16/10	ISA	2007 MOSS Template Branding	Method Factory	\$6,820.00	\$6,820.00	ISA	No	Service
08/19/10	ISA	MVR 3 Year Svc Fiber Ring	Network Solutions	\$91,374.36	\$91,374.36	ISA	No	Service
08/31/10	ISA	Consulting Services for Accela	TruePoint	\$28,000.00	\$28,000.00	ISA	No	Service
08/31/10	ISA	Security Testing	Rapid 7	\$20,000.00	\$20,000.00	ISA	No	Service
08/31/10	ISA	Perform Firmware Updates	TSG	\$6,240.00	\$6,240.00	ISA	No	Service
09/03/10	ISA	Project Manager for Citizens Mobile	Direct Path	\$41,250.00	\$135,550.00	ISA	No	Service
09/03/10	ISA	Analysis of City applications & hosting	Bruce Baun	\$54,000.00	\$54,000.00	ISA	No	Service
09/10/10	ISA	Consulting Services	Ray Hill	\$67,500.00	\$67,500.00	ISA	No	Service
09/13/10	ISA	Flexclone Software Maintenance	Northrop Grumman	\$33,735.00	\$290,172.00	ISA	No	Maintenance
09/13/10	ISA	VPS Maintenance for CPU License	Levi Ray Shoup	\$7,964.00	\$7,964.00	ISA	No	Maintenance
09/21/10	ISA	ExactTarget provide Web-based Email	Exact Target	\$0.00	\$62,000.00	ISA	No	Service
09/27/10	ISA	Install & Migration FileNet 4.5.1	Prescient	\$25,000.00	\$186,248.00	ISA	No	Service
09/27/10	ISA	Tape Storage and Disaster Recovery	Recall	\$42,000.00	\$42,000.00	ISA	No	Service
10/01/10	ISA	Recycle opportunity for cell phones	e-Cycle	\$0.00	\$0.00	ISA	No	Service
10/01/10	ISA	Juniper Networks Steel Belted Radius	Bell Techlogix	\$6,562.50	\$6,562.50	ISA	No	Maintenance
10/01/10	ISA	First Lease Schedule - PC Refresh	Dell Financial	\$8,153.75	\$8,153.75	ISA	No	Hardware
10/05/10	IMPD	2011 Maintenance Analyst Notebook	i2	\$12,667.00	\$12,667.00	ISA	No	Maintenance
10/05/10	IMPD	2011 SW Maintenance Crime View	The Omega Group	\$4,425.00	\$4,425.00	ISA	No	Maintenance
10/07/10	ISA	Second Lease Schedule - PC Refresh	Dell Financial	\$10,443.11	\$18,596.86	ISA	No	Hardware
10/12/10	ISA	Security Assessment	Fishnet Security	\$16,110.00	\$16,110.00	ISA	No	Service
11/01/10	ISA	Third Lease Schedule - PC Refresh	Dell Financial	\$289,056.10	\$307,652.96	ISA	No	Hardware
11/04/10	OFM	CUB System Software Support	Columbia Ultimate	\$6,480.00	\$6,480.00	ISA	No	Maintenance
11/04/10	ISA	Tape Storage and Disaster Recovery	Bell Techlogix	\$4,447.00	\$11,009.50	ISA	No	Service
11/05/10	ISA	Field Mobility Analysis	David Bowles	\$50,000.00	\$50,000.00	ISA	No	Service
11/17/10	DPW	Fuel Focus and Fleet Focus	AssetWorks	\$38,695.25	\$38,695.25	ISA	No	Maintenance
11/17/10	OCC	iManage Software Subscriptions	Interwoven	\$3,150.00	\$3,150.00	ISA	No	Maintenance
11/17/10	ISA	Forth Lease Schedule - PC Refresh	Dell Financial	\$132,604.49	\$440,257.45	ISA	No	Hardware
11/17/10	ISA	PC Refresh Initiative	Northrop Grumman	\$100,000.00	\$390,172.00	ISA	No	Service

**ISA CONTRACTS MULTIPLE SOW
2010**

Vendor	Annual Total	SOW	Description
CCC Information Services	\$ 57,766.00	2	1) Fleet Service Maintenance 2) Pathways Master Licenses
Direct Path	\$ 135,550.00	2	1) PM Citizens Portal 2) PM FileBound Doc Mgmt 3) PM Citizen's Mobile
Black Market	\$ 91,800.00	3	1) Consulting Services 2) Layout Created and Skins, Graphics 3) Consultant
The Remi Group	\$ 75,788.00	2	1) Sun Micro Systems Storage 2) Datawave Power Supply
Northrop Grumman	\$ 390,172.00	3	1) Hardware Purchase, Maintenance 2) Public Safety Future Vision Study 3) NetApp Support Edge Prem Maintenance 4) Flexclone Maintenance 5) PC Refresh
Prescient	\$ 286,248.00	4	1) FileNet Maintenance 2) FileNet Backfill 3) AppXtender 4) FileNet Upgrade
Imaging Office Systems	\$ 21,465.00	2	1) Additional cost of enterprisewide access to posted documents 2) Coverted images to DVD's

**ISA CONTRACTS MULTIPLE SOW
2010**

Vendor	Annual Total	SOW	Description
Dell Financial Services	\$ 440,257.45		
		1) Lease Schedule (1)	\$8,153.75
		2) Lease Schedule (2)	\$10,443.11
		3) Lease Schedule (3)	\$289,056.10
		4) Lease Sechedule (4)	\$132,604.49