



MANAGEMENT INFORMATION SERVICES
2002 ANNUAL REPORT

MANAGEMENT INFORMATION SERVICES/ JURY ADMINISTRATION DEPARTMENT

ACTIVITY DESCRIPTION

The Management Information Services Department is responsible for the day-to-day operation of Ingham County's Computer Center and telephone PBX switches. In addition to the operation of production systems, the staff designs, creates, and implements new systems for non-automated departments and upgrades to programs for previously automated areas. MIS provides support for the technologies of linking voice and data communications between the five major campuses and the nine minor campuses located throughout the County. MIS provides training and support on various computers and related software. Priorities for new or existing systems and/or program enhancements are established by the Information Systems Advisory Committee based, in part, upon recommendation of the MIS Director and the Controller.

The Jury Administration function is responsible for ensuring that each court, within Ingham County, has the proper number of qualified prospective jurors, as required by the individual courts. In addition to, or as a by-product of determining and securing qualified jurors, detailed records and correspondence are maintained within the office.

RESOURCES:

MANAGEMENT INFORMATION SERVICES/JURY ADMINISTRATION

| | <u>2000</u> | <u>2001</u> | <u>2002</u> | <u>2003</u> |
|----------------------|-------------|-------------|-------------|-------------|
| Budget | \$2,586,387 | \$2,737,512 | \$2,019,746 | \$2,685,007 |
| Authorized Positions | 18 | 19 | 19 | 19 |

MANAGEMENT INFORMATION SERVICES JURY ADMINISTRATION STAFF

Rodney Taylor, Director
George Vernon, Deputy Director
Lois Lee, Jury/Telephone Coordinator
Vicky Watson, Secretary/MIS Clerk
Bruce Sackett, Supervisor/Computer Operations
Delores Brown, Computer Operator
Long Le, Programming Specialist
Kathy Aldering, Programming Specialist
Randal Neff, Programming Specialist
Kevin Douglas, Programming Specialist
Jeff VanderSchaaf, Network Administrator
Chris Hosler, Network Administrator
Desiree Cook, Computer Technician
Matt Moubray, Computer Technician
Richard Fraser, Computer Technician
John Barber, Computer Technician
Galen Flourry, Computer Technician
Steve Walters, Computer Technician
Mary Stryker, Help Desk

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OUR VISION

As a knowledgeable team we will provide appropriate, accessible, stable and secure resources to enable our partners to deliver superior customer service.

OUR MISSION

We will work together with our partners to find the best solutions.

GENERAL OVERVIEW

By August we were fully staffed. Mary Stryker was hired to fill the newly created Help Desk specialist position. Galen Flourry filled an open computer technician position.

With the creation of the Help Desk specialist position, procedures were modified to make this the first point of contact for MIS services. Some duties, previously performed by front office, network administrators and technicians were transferred to the Help Desk position. The help desk phone number of 7385 was established and routing procedures were established to make sure that overflow calls to the Help Desk were answered by a “live” person.

During 2002, the MIS Department spent a significant amount of time implementing the following projects. More detail is available upon request regarding these projects.

1. **Remodeled Grady Porter Building.** The major project for MIS this year was completion of the move of Prosecuting Attorney, Friend of Court, Adult Probation and Family Division of Circuit Court. Last year we moved these departments in to the old Jackson National building in south Lansing. From Nov. 15 through the end of the year, we moved computers, phones and faxes from JNL to GPB.

The entire staff was involved with these moves and this project significantly impacted what was completed by staff during the last quarter of the year.
2. **Updating Wiring infrastructure.** A new wiring standard was identified this year and both VMC and GPB have adopted it. District Court has been rewired to the standard and Sheriff’s Office will be updated in Feb. of 2003.
3. **Jury System.** Two new supplemental systems to verify Jury township were implemented. In addition, we began sending out a sheet of frequently asked questions with questionnaires. It appears that the question sheet had the affect of reducing calls by about 42%.
4. **ROD and Clerk’s web access.** I2integration (Forsburg) has completed and tested the web access to Register of Deeds and Clerks data. Citizens of the county can now order birth certificates and get deed information on-line.
5. **IJIGS.** The old Dec Alpha server has been replaced mid year with a faster Sun server.

This has eliminated the “slowness” problem which plagued users for the past two years. In addition, we are currently on release 2.12 of CourtView and have integration to VINS.

6. **Fire Suppression System.** Late in 2002 a fire suppression system was installed in the operations area of MIS. This will provide fire coverage of the mainframe and many servers housed in the MIS department. Unlike water this system uses a gas which will not harm the equipment.
7. **External Phone Audit.** An outside vendor was hired to review our current telecommunications contracts. The audit was completed in November and they submitted recommendations which could save the county up to \$50,000. MIS is reviewing the recommendations and will be implementing some of the changes next year.
8. **Video Arraignment.** Late in the year video conferencing equipment was installed. District Court performed a couple of test arraignments in December. Circuit Court still needs to train the new Judges and Family Division is waiting for SCOA approval.

The following is an initial list of the major projects the MIS Department will be working on during the Year 2003. This list by no means includes everything, but it is the beginning point for our Year 2003 activities.

1. **Phone Upgrade.** This year we will be upgrading the phone switches and software. Along with these changes we will be implementing PRI.
2. **Finance/Payroll replacement.** Plante and Moran have been hired to assist with doing and RFQ for a system to replace the finance and payroll systems on the Mainframe. Our current vendor, GEMS, will be dropping support of the Mainframe version of their system on Dec. 31, 2004.
3. **Health Dept. Clinic replacement.** The Health Department is looking at replacing the Civitic software this year.
4. **Animal Shelter system replacement.** At the end of last year, Animal Control selected a new software package to replace their old shelter management system. This system is scheduled to be implemented early in 2003.
5. **Network Enhancements.** Several servers are scheduled to be replaced in 2003. The network administrators will also be working on developing and implementing a core network replacement plan for switches and routers.
6. **MISC.** Along with the specific projects identified, MIS will be working on the following items:
 - a. Renegotiate Ameritech/SBC and AT&T phone contracts
 - b. Renew WAN contract

- c. Complete Disaster Preparation Plan
- d. Further develop County network and PC policies
- e. Roll out passwords County wide.
- f. Develop e-Government strategic plan.
- g. Move Court reports to web server.
- h. Determine future of scanning/imaging/document management.
- i. Review County Technology Policies.
- j. Complete SCAO project for electronic reporting of disposition.

The following chart is the Data Processing 2002 General Production and Output Measures, where we compare 2000,2001, and 2002 figures.

**DATA PROCESSING
1999 GENERAL PRODUCTION AND OUTPUT MEASURES**

| | 2000 | 2001 | 2002 |
|--------------------------------|-------|-------|-------|
| Terminals | 1 | 1 | 0 |
| File Servers | 32 | 35 | 45 |
| Networked Micro Processors | 950 | 950 | 1,190 |
| Printers | 800 | 157 | 165 |
| Automated Systems | 24 | 24 | 24 |
| Telephone Switches/Intuity/CAS | 8 | 5 | 6 |
| Telephone Extensions | 1,173 | 1,391 | 1,471 |
| Pagers | 195 | 0 | 151 |
| Cellular Phones | 83 | 0 | 51 |

Work Orders Completed:

| | 2001 | 2002 | | 2001 | 2002 |
|-----------------------|------|------|-----------------------|------|-------|
| Adult Probation | 126 | 143 | Health Department | 1242 | 1,065 |
| Animal control | 30 | 46 | Housing Commission | 2 | 20 |
| Bd. Of Commissioners | 29 | 31 | Medical Care Facility | 104 | 55 |
| Budgeting | 55 | 43 | Parks | 140 | 122 |
| Circuit Court | 400 | 480 | Personnel | 77 | 76 |
| Clerk | 76 | 116 | Probate Court | 47 | 83 |
| Clinton County | 16 | 10 | Prosecuting Attorney | 321 | 540 |
| Community Corrections | 8 | 30 | Purchasing | 79 | 123 |
| Controller | 107 | 95 | Register of Deeds | 29 | 42 |
| Cooperative Ext. | 93 | 138 | Sheriff | 483 | 589 |

| | 2001 | 2002 | | 2001 | 2002 |
|--------------------|------|------|-----------------|------|------|
| Data Processing | 227 | 574 | Treasurer | 75 | 48 |
| Development | 11 | 14 | Veteran Affairs | 21 | 33 |
| District Court | 219 | 184 | Youth Center | 7 | 20 |
| Drain | 42 | 25 | Other | 83 | 481 |
| Elections | 0 | 0 | | | |
| Equalization | 33 | 35 | | | |
| Fair Board | 12 | 15 | | | |
| Family Court | 209 | 277 | | | |
| Financial Services | 105 | 87 | | | |
| Friend of Court | 376 | 228 | | | |

JURY ADMINISTRATION

During 2002, we mailed 57,960 jury questionnaires at a cost of \$15,662.06. We also processed and mailed 25,282 jury summons at a cost of \$8,190.11.