

The seal of Ingham County, Michigan, is a circular emblem. It features a central shield divided into four quadrants. The top-left quadrant shows a building with a steeple, the bottom-left shows a plow, the top-right shows a sheaf of wheat, and the bottom-right shows a sheaf of wheat. The shield is surrounded by a circular border containing the text "SEAL OF INGHAM COUNTY" at the top and "THE GREAT WESTERN UNIVERSITY OF MICHIGAN" at the bottom. Below the shield, the date "A.D. 1838" is inscribed.

MANAGEMENT INFORMATION SERVICES  
2003 ANNUAL REPORT

# MANAGEMENT INFORMATION SERVICES/ JURY ADMINISTRATION DEPARTMENT

## ACTIVITY DESCRIPTION

The Management Information Services Department (MIS) provides technology to all county departments to assist them in meeting their goals and objectives. MIS is responsible for the day-to-day operation of Ingham County's Computer Center and telephone PBX switches, network infrastructure, and desktop PCs. 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>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Budget	\$2,737,512	\$2,019,746	\$2,685,007	\$2,644,283
Authorized Positions	19	19	19	19.5

### MANAGEMENT INFORMATION SERVICES

#### JURY ADMINISTRATION STAFF

Rodney Taylor, Director  
 George Vernon, Deputy Director  
 Lois Lee, Jury/Telephone Coordinator  
 Vicky Watson, Secretary/MIS Clerk  
 Stephen Funk, 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  
 Steve Walters, Network Administrator  
 Desiree Cook, Computer Technician  
 Matt Moubray, Computer Technician  
 Richard Fraser, Computer Technician  
 John Barber, Computer Technician  
 Galen Flourry, Computer Technician  
 Chris Kubiak, Computer Technician

Mary Stryker, Help Desk

**ANNUAL REPORT**  
**Management Information Services (MIS)**  
**2003**

**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**

In August, Bruce Sackett announced his retirement after 20 plus years of service. It was decided that his position would be modified to include supervision for the Helpdesk and all six computer technicians. This position would be filled early in 2004.

Early in 2003, MIS hired Paul Clark as an intern. Paul assisted the network administrators on several projects including Active Service Directory. In addition, Paul developed a county-wide Information Security Policy.

During 2003, the MIS Department spent a significant amount of time implementing the following projects. More detail is available upon request regarding these projects.

1. **Phone Upgrade.** The phone switches were upgraded this year and PRI was implemented in the 4<sup>th</sup> quarter.
2. **Finance/Payroll replacement.** Munis systems has been selected as the new vendor to replace the GEMS payroll and finance program. The committee devoted extensive research and analysis of functions and features in arriving at the selection. Early in 2004 contract negotiations will be started to secure the software. This is significant in that it will replace the last mainframe application.
3. **Animal Shelter system replacement.** NetShelter was selected as the vendor for the new Animal Shelter software. Late in the year it was installed and training took place for staff. This software has a builtin web interface and has an integrated pet licensing module. In January of 2004 the existing inventory will be entered and the system will go "live".
4. **Network Enhancements.** Several servers were replaced along with switches and routers. All of this is part of the scheduled maintenance of equipment and as a preparation for moving to a gigabyte network.
5. **Information Security Policy.** This document, which is a supplement to the existing County Resource policy, is meant to provide more detail with respect to Ingham County Resources.

6. **CourtView** . The juvenile module was completed and accepted for production. This was the last of the CourtView modules to be installed.
7. **Imaging**. Vista SG imaging product has been purchased as a replacement to the old and outdated SER Macroimage product. This software is compatible with the CourtView package and is scheduled for an early 2004 implementation.
8. **Gigabyte/Internet/Network Infrastructure**. Began process of making significant improvements on the county network. Over the next ten years this project will save the county significant money over the current leased services.
9. **MISC**. Along with the specific projects identified, MIS will be working on the following items:
  - a. Disaster preparedness plan Phase I was completed.
  - b. County wide password security measures were established and implemented.
  - c. Renegotiate contract for local and long distance phone service.
  - d. Complete installation of fire suppression system for computer room.
  - e. Upgrade Email product, GroupWise on all servers to version 6.5
  - f. Install wireless network for Board of Commissioners.
  - g. Processed 6,814 work orders. A 17% increase from the year before.
  - h. Replaced 365 out of approx 1,200 pcs during the year.
  - i. Replaced all 151 pages under new contract which will give large cost savings.

The following is an initial list of the major projects the MIS Department will be working on during the Year 2004. This list by no means includes everything, but it is the beginning point for our Year 2004 activities.

1. **GroupWise 6.5 roll-out**. The newest client of GroupWise will be installed County-wide early in 2004. Included in this roll-out will be a new and faster web based email interface.
2. **Finance/Payroll replacement**. Now that a product has been selected, Munis, we will start the migration process. In 2004 a contract will be secured and development of a migration plan will be developed. Late in the year the process of implementing the migration plan will begin.
3. **Health Department Clinic software**. This project was delayed from last year but will move into full gear in 2004. The old and aging CIVITIC software will be replaced with an updated technically sophisticated application.
4. **Drug Court**. A drug court application will be modified to fit the needs of the newly established D55 drug court. Assistance from MSU will be used to compile the statistics on the effect of the procedure.
5. **WordPerfect to MS Word migration**. This will be the first year of a three year migration plan to move all the county employees from Corel Office suite to

Microsoft Office. The Sheriff's Office, MIS and Health Department will all be migrated this year. By July 1<sup>st</sup> all county resolutions will be done in MS Word.

6. **Eagle Computing Software Upgrade.** Early in the year, both ROD and Clerk's Offices will be migrated to release 5 of ECS. At the same time the database will migrate from Oracle version 7.3 to 9i. In addition, all computers, monitors and printers will be updated.
7. **SAN.** This new system will be installed and the ROD images migrated to it. This new storage system will provide enhancements to the network storage ability and provide much needed space for the growing ROD images. As the year progresses other applications will make use of this new technology.
8. **Gigabyte/Internet/Network Infrastructure.** Complete the process of making significant improvements on the county network. This dark fiber will provide significant savings over the old leased services.
9. **HIPAA Security Rules** . Develop and implement new security rules county-wide based on the HIPAA requirements.
10. **Imaging.** Complete installation of new imaging system, convert old SER reports and integrate with CourtView application.
11. **MISC.** Along with the specific projects identified, MIS will be working on the following items:
  - a. Windows Active Directory
  - b. Intrusion Detection system
  - c. Rewiring of Mason West
  - d. NetWare 6.x upgrade.
  - e. Replace 247 pc out of the approx. 1,200 total.
  - f. Move Mainframe Legacy systems to Network platform.

The following chart is the Data Processing 2003 General Production and Output Measures, where we compare 2001,2002, and 200 figures.

**DATA PROCESSING  
2003 GENERAL PRODUCTION AND OUTPUT MEASURES**

	2001	2002	2003
Terminals	1		0
File Servers	35	45	42
Networked Micro Processors	950	1,190	1,201
Printers	157	165	250
Automated Systems	24	24	32
Telephone Switches/Intuity/CAS	5	6	6
Telephone Extensions	1,391	1,470	1,322
Pagers	0	151	151
Cellular Phones	0	51	51

**Work Orders Completed:**

	2002	2003		2002	2003
Adult Probation	143	130	Health Department	1,065	1,245
Animal control	46	29	Housing Commission	20	18
Bd. Of Commissioners	31	46	Medical Care Facility	55	4
Budgeting	43	25	Parks	122	122
Circuit Court	480	473	Personnel	76	63
Clerk	116	126	Probate Court	83	63
Clinton County	10	0	Prosecuting Attorney	540	380
Community Corrections	30	25	Purchasing	123	101
Controller	95	64	Register of Deeds	42	63
Cooperative Ext.	138	143	Sheriff	589	583

	2002	2003		2002	2003
Data Processing	574	650	Treasurer	48	65
Development	14	13	Veteran Affairs	33	44
District Court	184	239	Youth Center	20	40
Drain	25	40	Other	481	1,360
Elections	0	0			
Equalization	33	18			
Fair Board	15	33			
Family Court	277	289			
Financial Services	87	87			
Friend of Court	228	233			

**JURY ADMINISTRATION**

During 2003, 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.