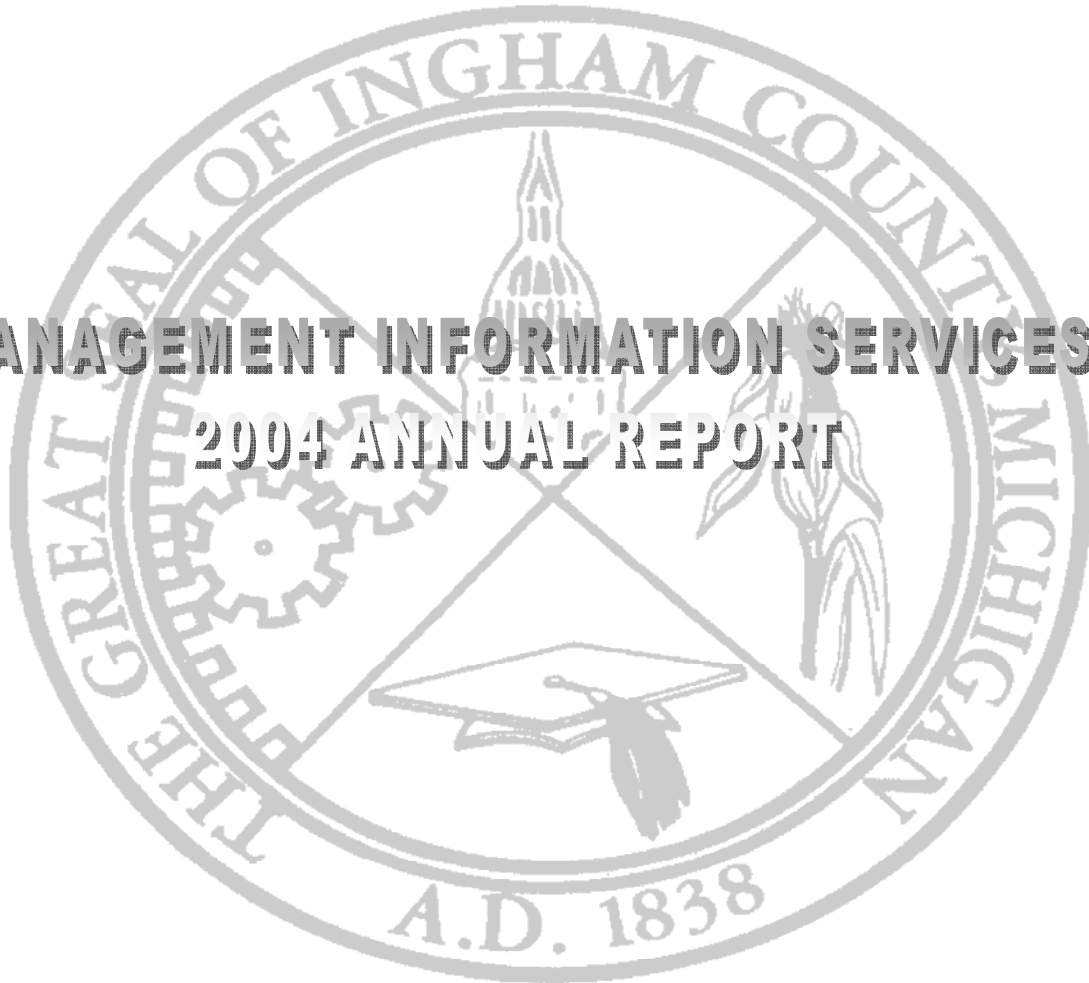


**MANAGEMENT INFORMATION SERVICES
2004 ANNUAL REPORT**



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, 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>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>
Budget	\$2,019,746	\$2,685,007	\$2,644,283	2,038,755
Authorized Positions	19	19	20	21

**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

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

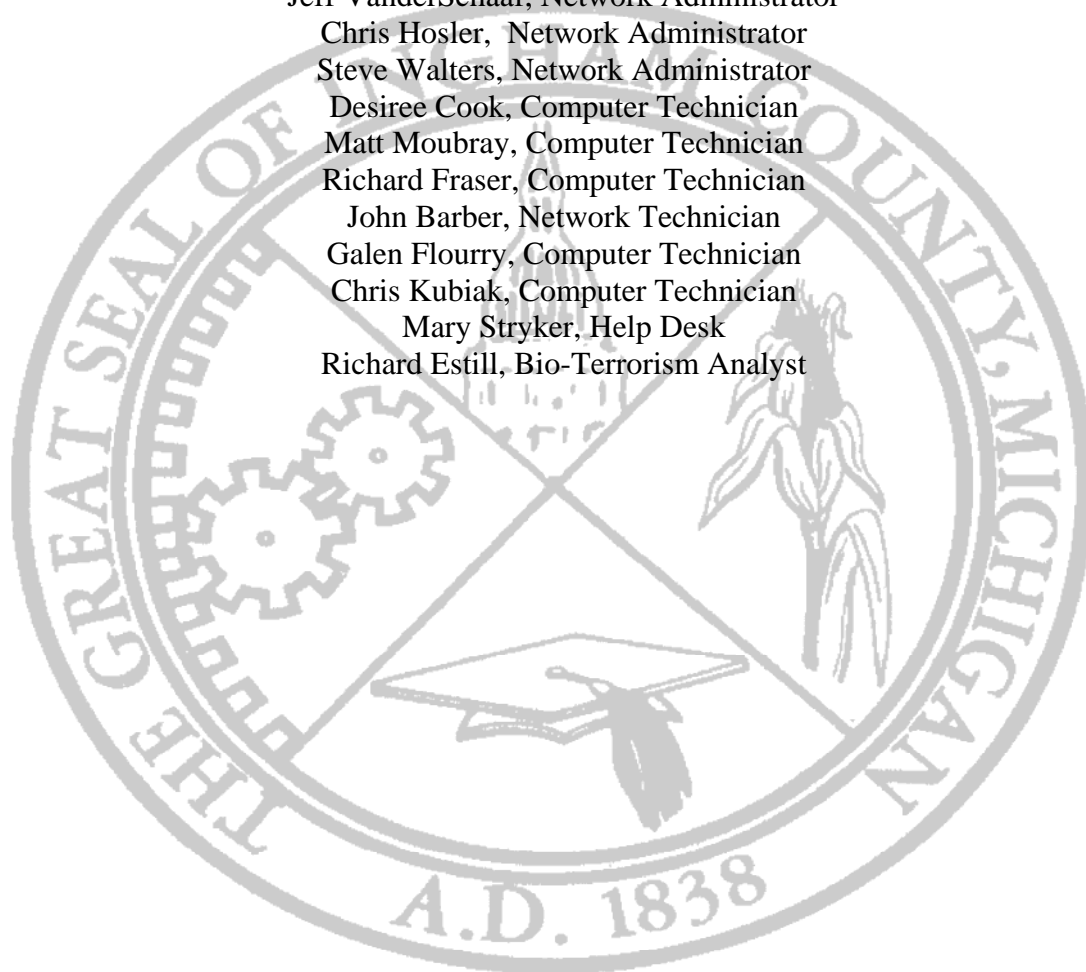
John Barber, Network Technician

Galen Flourry, Computer Technician

Chris Kubiak, Computer Technician

Mary Stryker, Help Desk

Richard Estill, Bio-Terrorism Analyst



ANNUAL REPORT

Management Information Services (MIS)

2004

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 September our long time mainframe computer operator, Dee Brown, retired. Her retirement along with the new network based payroll/finance system signaled a change in focus of having large mainframe applications to a network distributed applications. The mainframe computer operator's job description was rewritten to reflect the new focus.

In addition, MIS added to its staff, Richard Estill who was hired to be an analyst for the Health Department's Bio-terrorism efforts.

During 2004, the MIS Department spent a significant amount of time implementing the following projects. More detail is available upon request regarding these projects.

1. **GroupWise 6.5 roll-out**. The newest client of GroupWise was installed County-wide early in 2004. Included in this roll-out was a new and faster web based email interface.
2. **Finance/Payroll replacement**. In 2004 a contract was secured with MUNIS. The financial functions were installed and put into production on October 1st.
3. **Drug Court**. A drug court application was modified to fit the needs of the newly established D55 drug court. This has been in use for the majority of 2004.
4. **WordPerfect to MS Word migration**. This was 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 were all scheduled to be migrated in 2004. The rest of the non-courts are scheduled in 2005 and the Courts in 2006. On July 1st all county resolutions were done in MS Word.
5. **Eagle Computing Software Upgrade**. On the Easter weekend both ROD and Clerk's Offices were migrated to release 5 of ECS. In addition, all computers, monitors and printers were updated.
6. **SAN**. This new system was installed and the ROD images migrated to it. This new storage system enhances our network storage ability and provides needed space for the growing ROD images.

7. **Gigabyte/Internet/Network Infrastructure.** Completed the process of making significant improvements on the county network. This dark fiber will provide significant savings over the old leased services.
8. **HIPAA Security Rules .** Developed and implemented new security rules County-wide based on the HIPAA requirements.
9. **Imaging.** Started the process of converting old SER reports and integrated with CourtView. This project is expected to be completed by the first half of 2005.
10. **MISC.** Along with the specific projects identified, MIS completed the following items:
 - a. Intrusion Detection system
 - b. Rewiring of Mason West
 - c. Replace 362 pc out of the approx. 1,200 total.

The following is an initial list of the major projects the MIS Department will be working on during the Year 2005. This list by no means includes everything, but it is the beginning point for our Year 2005 activities.

1. **Payroll Replacement** This is the second half of the Munis Finance/Payroll application. This new payroll system is scheduled to go into production on April 1st.
2. **Health Department Clinic software.** This project was started last year with the vendor evaluation and selection process. This software will replace the old and aging CIVITIC software. It is scheduled to be implemented by the end of the 3rd quarter.
3. **Register of Deeds e-Recording** Assist the Register of Deeds office in setting their new e-recording software and hardware
4. **Evaluate e-Filing in the Court** Assist Circuit Court with evaluation of the possible use of e-filing. Circuit Court has identified Family Court's case information coming from FIA as the first area to be evaluated.
5. **Sheriff's Office Records Management System** Provide assistance to the Sheriffs office with the replacement of their records management system.
6. **Evaluate e-team** Work with the Sheriff's Office and Health Department to evaluate E-team and the options for acquire the software.
7. **Installation of Generator** Using funds available from the Health Department for disaster preparation, purchase and install a generator for Computer room.
8. **Jury On-Line Software** Work with ACS (jury vendor) to purchase and install their jury web application
9. **Disaster Recovery/Preparation** Update Disaster Prep preparation plan created two year ago and add details about backup and recovery procedures for existing applications.

10. **Imaging**. Complete installation of new imaging system, convert old SER reports and integrate with CourtView.
11. **HIPAA Security Rules** . Develop and implement new security rules County-wide based on the HIPAA requirements
12. **WordPerfect to MS Word migration**. Complete migration of all non-Courts to Microsoft Office suite.
13. **Legacy Systems** Move Mainframe Legacy systems to Network platform.
- 14.
15. **Weekend Video Arraignment** Assist PA's office and Sheriff's Office with setting up video arraignments. This would allow judges to arraign people in the Lansing, East-Lansing or Sheriff's Office. Prisoners then would not have to be transported to Lansing on the weekends.
16. **MISC**. Along with the specific projects identified, MIS will be working on the following items:
 - a. Windows Active Directory
 - b. Netware 6.x Upgrade
 - c. Manage 2005 CIP Replacements
 - d. CourtView Upgrades
 - e. Encryption of Lien transmissions
 - f. Security Policy Revisions
 - g. Computer room power supply issues
 - h. Jury PSA video
 - i. Mainframe – reduce operational costs
 - j. Review alternatives to SPAM processing
 - k. Trusted agency firewall
 - l. Web and Network security audit
 - m. On-line order form for print shop
 - n. VA functionality enhancement

The following chart is the MIS 2004 General Production and Output Measures, where we compare 2002, 2003, and 2004 figures.

DATA PROCESSING
2004 GENERAL PRODUCTION AND OUTPUT MEASURES

	2002	2003	2004
File Servers	45	42	35
Networked Micro Processors	1,190	1,201	1,016
Printers	165	250	165
Automated Systems	24	32	28
Telephone Switches/Intuity/CAS	6	6	7
Telephone Extensions	1,470	1,322	1,356
Pagers	151	151	1
Cellular Phones	51	51	12

Work Orders Completed:

	2002	2003	2004
Adult Probation	143	130	142
Animal Control	46	29	36
Board of Commissioners	31	46	30
Budgeting	43	25	25
Circuit Court	480	473	407
County Clerk	116	126	140
Community Corrections	30	25	24
Controller	95	64	76
Co-operative Extension	138	143	96
Development	14	13	24
District Court	184	239	266
Drain	25	40	25
Equalization	33	18	19
Fair Board	15	33	20
Family Court	277	289	262
Financial Services	87	87	76
Friend of Court	228	233	213
Health Department	1,065	1,245	1,751
Housing Commission	20	18	12
MIS	574	650	685
Other	481	1,360	1,860
Parks	122	122	110
Probate Court	83	63	71
Prosecuting Attorney	540	380	406
Purchasing	123	101	84
Properties			41
Register of Deeds	42	63	96
Sheriff's Office	589	583	718
Treasurer's Office	48	65	64
Veteran Affairs	33	44	38
Youth Center	20	40	45

JURY ADMINISTRATION

During 2004, we mailed 35,519 jury questionnaires at a cost of \$9,920.47. We also processed and mailed 16,509 jury summons at a cost of \$6, 108.33. An additional 2,400 questionnaires for 54A District Court were processed.

