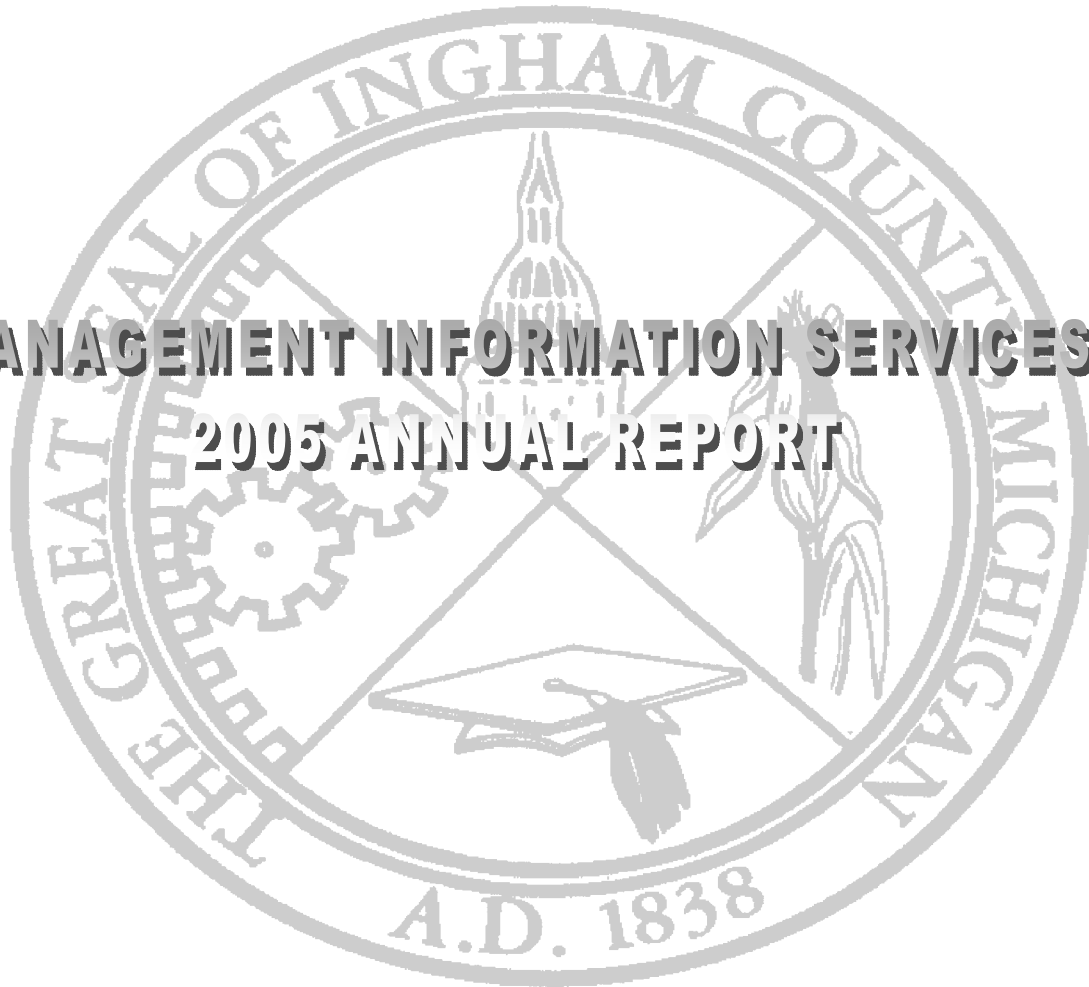


**MANAGEMENT INFORMATION SERVICES
2005 ANNUAL REPORT**



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 four major campuses and the eleven 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>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Budget	\$2,685,007	\$2,644,283	\$2,038,755	\$2,063,061
Authorized Positions	19	20	21	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

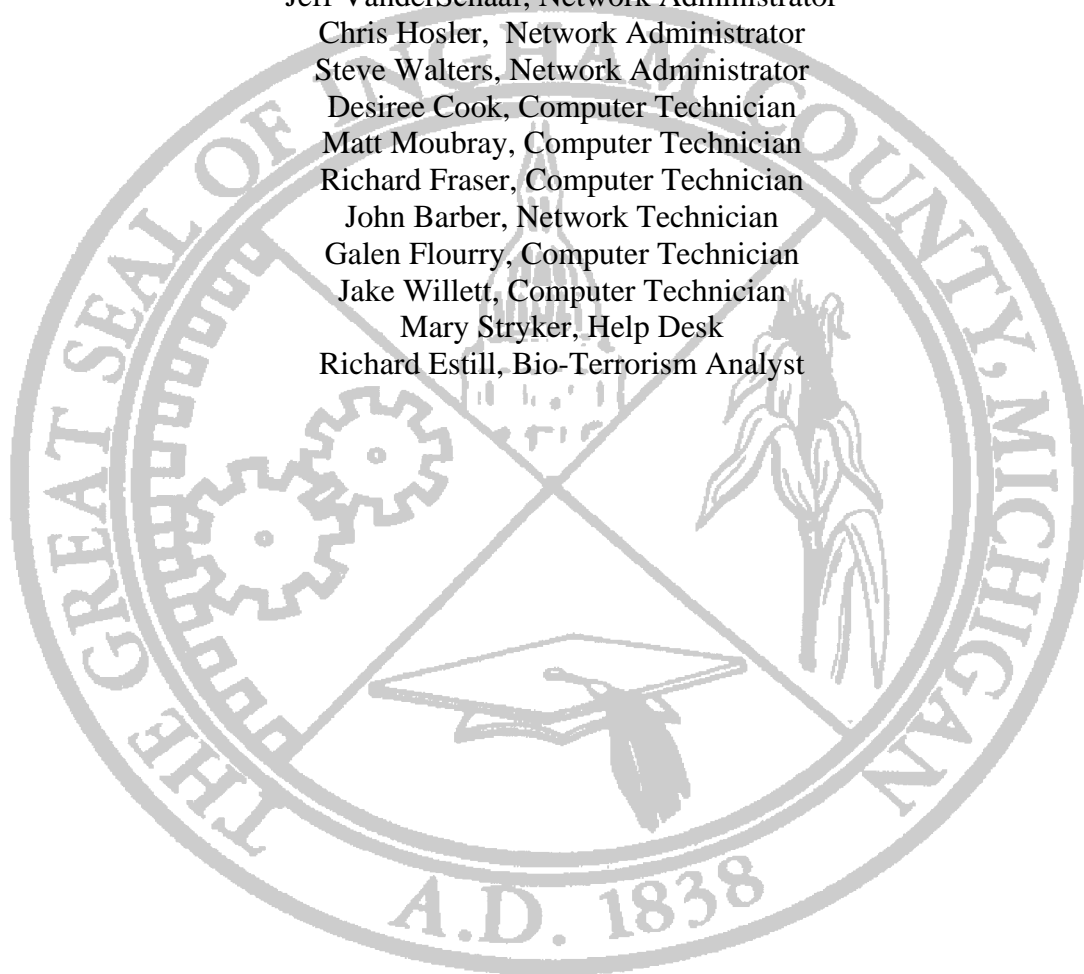
John Barber, Network Technician

Galen Flourry, Computer Technician

Jake Willett, Computer Technician

Mary Stryker, Help Desk

Richard Estill, Bio-Terrorism Analyst



ANNUAL REPORT
Management Information Services (MIS)
2005

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 April the payroll portion of the Munis software was implemented completing the replacement of the GEMS mainframe system.

Several major projects were completed this year related to enhancing the infrastructure of our network servers. These projects included: Active Directory Migration, Elimination of all Window 95 and 98 computer, Backup Generator Installation, and Establish baselines for major components.

In 2005 several project were completed that were the results of a co-operative effort between Ingham County and local governmental agencies. These included: Trusted Agency Firewall between State of Michigan, City of Lansing, East Lansing, Meridian Township, Airport Authority and Ingham County.

During 2005, the MIS Department spent a significant amount of time implementing the following projects. More detail is available upon request regarding these projects.

1. **EH Automation Improvements** – Assist Environmental Health in creating applications that will help automate their office.
2. **E-team** – Work with the Sheriff's Office and Health Department to setup and evaluate the e-team software and procedures.
3. **Family Court Committee** – Assist Family Court in addressing several software and operational issues.
4. **Track ROD document requests** – Create application to allow Register of Deeds to track location and status of public requests for various documents.
5. **Probate Document Management** – Replace outdated microfilm system in probate with state-of-art scanning and indexing system.
6. **Relocation of IHP** – Move IHP unit of Health Department with all of their phones and computers to new office location.
7. **Redesign jury questionnaire** – Redesign jury questionnaire and reprogram scanning application.
8. **Evaluate and Purchase Project Management system** – MIS internal project to evaluate and purchase a system to better assist department in tracking and managing work.
9. **Review alternatives to SPAM processing** – Review the market place for better alternatives to our current anti-spam software.

10. **Image timecards** – Image and index timecards for new payroll system. In addition, move old timecards from prior payroll system.
11. **Image Medical Records** – Assist Financial Services with imaging of employee medical records.
12. **Sheriff Legacy Data Migration** – Remove old Jail data from mainframe and setup application on local server for access by Sheriff's Office.
13. **ROD Q-DOCS** – Assist Register of Deeds and Eagle Computing to install new e-recording software and hardware.
14. **Update Security Policy** – Review and update county-wide security policy to reflect changes in technology.
15. **Setup new Peds Clinic** – Working with Health Department, assist with new pediatrics clinic.
16. **Upgrade ROD system** – Assist Register of Deeds and Eagle Computing to upgrade to new web based recorder's system.
17. **Replace HD Patient Management system** – Evaluate and install replacement patient management system at Health Department for old Civic system.
18. **Tri-County Aerial Flights** - Assist Tri-County Regional planning in getting a flight of Ingham, Eaton, and Clinton Counties.
19. **Jury PSA Video** - This project is for creating a Public Service Announcement about jury duty and having it played on local TV stations.
20. **MISC**. Along with the specific projects identified, MIS completed the following items:
 - Health Department Satellite Installation
 - Feasibility of Linux
 - E-filing for Courts
 - Auto shut down of Monitors
 - Rewire of Courthouse

The following is an initial list of the major projects the MIS Department will be working on during the Year 2006. This list by no means includes everything, but it is the beginning point for our Year 2006 activities.

1. **HR Reports (Qtr Stats)** – Create reports to analyze the gender and racial breakdown of employees on a quarterly basis.
2. **Attach Meridian Twp to Network** – Attach Meridian twp to the County network for access to Lein.
3. **LEIN Evaluation** – Evaluate and recommend possible replacement for current lein software – Datamaxx.
4. **Evaluate Disk-to-Disk-to-Tape** – Evaluate this technology for use in backing up of nightly data. This technology would provide enhancements to our current backup and disaster preparedness solutions.
5. **Digital Counties Survey** – This project is to enhance the County web site to provide greater benefit to citizens of Ingham County.
6. **Public Hotspots** – Using existing infrastructure, provide free public hot spots in key locations around the County, i.e. Mason Courthouse and Fair Grounds.
7. **Install web monitoring software** – This software will allow us to produce reports on how county employees are using the internet.
8. **Pet License Rewrite** – This project would move the current mainframe application to a network environment.

9. **GroupWise 7.0 Upgrade** – Upgrade our existing email program from version 6.5 to version 7.0.
10. **WSUS Roll out** – Installation of Windows Software Update Services which will allow MIS to test, approve and push out updates to Microsoft products.
11. **Reports for Clerks** – The County Clerk’s Office has asked for special reports listing indexes to DBA and Birth Certificates requests.
12. **PAR Munis Integration** – Rewrite old Gems PAR system to integrate with Munis Payroll system.
13. **Upgrade Eagle Software for Clerk** – Evaluate and install new version of Eagle application for County Clerk’s Office.
14. **EH Automation-Phase II** – This project takes the data from the web based site and develops a system to generate state required reports.
15. **Veteran Affairs Upgrade** – This project is to rewrite the existing application with newer database and software tools. The application will also be enhanced with some additional functions.
16. **UPS Autotransformer** - The Leibert Uninterruptible Power Supply (UPS) provides conditioned power to the Hilliard Building Computer room. The addition of an Autotransformer device to the UPS will help to smooth out large power fluctuations in the incoming building power. This in turn will help provide "cleaner" power to the computers and is expected to reduce equipment failures.
17. **UPS Battery Replacement** - The Leibert UPS that supplies clean power to the Hilliard Computer room uses a large quantity of lead-acid batteries (like car batteries) to do it's job. The manufacturer recommends replacing the batteries in this unit every 3-5 years, depending on environment. The Hilliard building has a good operating environment, but MIS is planning on replacing the batteries at the four year mark because this unit is essential to the operation of the County computer network.
18. **COPS Interoperability Grant** - Assist Sheriffs office and the other local jurisdictions in implementing each of the multiple facets of this \$3.2 million dollar grant. Grant award in November 2005 and we have 3 years to complete the project.
19. **Replace Computer room tile floor** – Replace the old computer room raised floor tiles in order to reduce zinc dust in the computer room.
20. **Courtroom and Hearing room recording** - Probate and Circuit Court currently use FTR Gold software for audio recording of court proceedings. This software is no longer supported. Additionally, District Court has budgeted for new audio recording software for both of its court rooms and Judge Giddings Court room has money for video/audio recording software.
21. **Xyloc proximity cards** - Purchase and install hardware for proximity based authentication for all HIPAA affected clinical PC users.
22. **Upgrade CourtView hardware** - Replace old CourtView server with newer server for better performance.
23. **MISC**. Along with the specific projects identified, MIS will be working on the following items from 2005:
 - Sheriff’s Office records management system replacement.
 - Jury On-line system
 - Traffic and Justice Legacy Migration
 - WordPerfect to Word Migration
 - Vendor Registration Upgrade
 - Active Directory Migration
 - Family Court Recidivism
 - Imaging of Board Resolutions

The following chart is the MIS 2005 General Production and Output Measures, where we compare 2003, 2004, and 2005 figures.

**DATA PROCESSING
2005 GENERAL PRODUCTION AND OUTPUT MEASURES**

	2003	2004	2005
File Servers	42	35	41
Networked Micro Processors	1,201	1,016	1,030
Printers	250	165	165
Automated Systems	32	28	31
Software Applications			170
Telephone Switches/Intuity/CAS	6	7	11
Telephone Extensions	1,322	1,356	1,423
Pagers	151	1	1
Cellular Phones	51	12	13

Work Orders Completed:	2003	2004	2005
Adult Probation	130	142	60
Animal Control	29	36	35
Board of Commissioners	46	30	27
Budgeting	25	25	12
Circuit Court	473	407	366
County Clerk	126	140	91
Community Corrections	25	24	7
Controller	64	76	48
Co-operative Extension	143	96	85
Development	13	24	3
District Court	239	266	197
Drain	40	25	23
Equalization	18	19	30
Fair Board	33	20	30
Family Court	289	262	195
Financial Services	87	76	57
Friend of Court	233	213	175
Health Department	1,245	1,751	1,013
Housing Commission	18	12	7
MIS	650	685	418
Other	1,360	1,860	1,229
Parks	122	110	83
Probate Court	63	71	36
Prosecuting Attorney	380	406	369
Purchasing	101	84	54
Properties		41	26
Register of Deeds	63	96	85
Sheriff's Office	583	718	590
Treasurer's Office	65	64	51
Veteran Affairs	44	38	21
Youth Center	40	45	5

JURY ADMINISTRATION

During 2005, we mailed 42,488 jury questionnaires. We also processed and mailed 17,043 jury summons. An additional 2,600 questionnaires for 54A District Court were processed. Along with these mailings, a change was made in the qualifying procedure. Our non-response rate has been around 9% and a concerted effort was made to reduce it to 0%. A new procedure was introduced in 2005 which helped us to reach this goal. Persons, who had not returned their 2nd questionnaire within a reasonable time, were sent a certified letter with a questionnaire. These individuals had an option to complete and return the questionnaire by a specified date or appear before the Jury Board and testify concerning their qualifications to serve. Individuals who returned the completed questionnaire received a letter excusing them from the Jury Board meeting. Those who did not return the questionnaire, nor attend the Jury Board meeting were automatically qualified.

A jury video was produced in 2005 to be used in Public Service Announcements. This video was sent to several of the local TV stations and has been aired. This video is also out on the County web site and has been used as part of the MIS presentation for Government Week.

In 2006 the eJury application is expected to be installed and made available on the web. This application will allow questionnaires to be completed on-line and summoned jurors to request 1st postponements.

