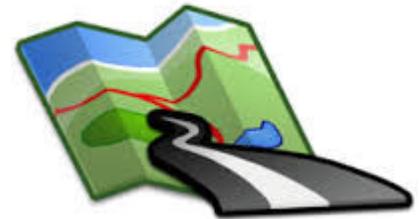




DUNN COUNTY

Wisconsin

2015



Information Technology Road Map





Mission

To operate and maintain Dunn County's Information Technology systems in a cost effective manner that provides excellent service to all of Dunn County's customers and promotes a more productive and effective workforce.

Vision

When people are fully engaged in their work and have effective and efficient work processes coupled with a culture that supports quality and innovation with first class tools to do their work, they accomplish extraordinary things. The Information Technology Division staff are committed to providing people with first class user experiences by providing them the tools and work practices to be fully engaged and successful in their work.

Objective

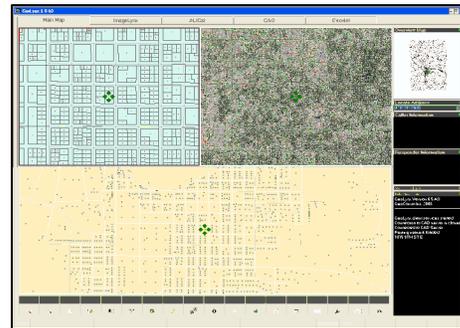
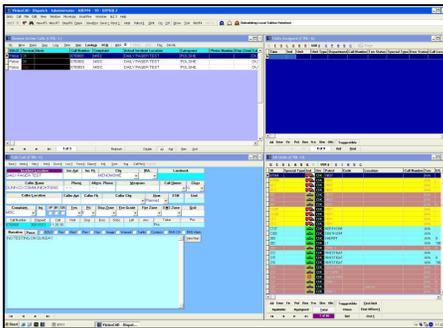
To align the Information Technology Division with Dunn County's business needs and deliver cost-effective technology strategies and services in partnership with county divisions, departments and offices, other local jurisdictions, and the public. To focus on core competencies to meet these objectives and use external resources when needed and cost effective.





Purpose

The purpose of the Information Technology Division is to provide departments and their staff with the information through electronic applications they need to perform their jobs. In addition, the Information Technology Division is a business partner of departments aligned with them to develop effective business processes using applications to meet their staff and customers' needs.





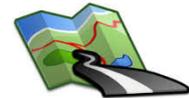
Development of this Road Map

To help facilitate this road map, several resources provided information on concerns and needs. They include:

- Assistance from the Directional Planning Facilitator
- Meetings with Executive and Administration Committees
- Meetings with each County Department

The following key concerns and needs are the results of the information gathered.

- Improved customer service
- Improved communication
- Build better relationships with departments
- Updated desktops and software applications
- Enhanced use of IT infrastructure such as video conferencing
- A road map for Information Technology in Dunn County



This road map will be used in strategic initiatives and for planning in the Information Technology Division.





Information Technology Division Alignment

The breakdown of major concerns identified are:

- The work order system needs to be easier to use.
- Better status should be provided on work orders, requests for information technology, and projects. This includes information on priorities and when work will be completed.
- Develop working relationships with Information Technology Division staff as a partner to help departments determine needs and achieve goals.

To meet objectives as outlined in the road map it is proposed to organize the Information Technology Division into three new sections. Staff will be assigned to sections to streamline management of the division and provide greatly improved customer services. The guiding principle of this organization is to align staff in sections that consolidate common services and will make the best use of their skills in order to provide great customer service:

- Relationship Management Services (Planning & Service Desk)
- Infrastructure Management Services (Operations)
- Land Information Management Services (Land Information)





Relationship Management Services

The Information Technology Division proposes to consolidate the Information Technology Planning Section and Service Desk into one section. This area will address all service requests such as needs, issues, problems and associated Information Technology requests and work orders in one central place. This section will be staffed by Business Analysts and Representatives that focus on departmental relationships and customer service.

This will be more than a name change, this change represents a commitment to focus on our departmental partners' needs and align the Information Technology Division with them. Information Technology staff will collaborate with them to provide services that help them in effectively doing their work in order to meet the needs of Dunn County and their customers.

In addition, there will be changes in how service requests are processed. Service request can be entered electronically, by voice, or emailed. A Business Representative will review, prioritize, and contact the person submitting the service request at the time of receipt. The Business Representative will monitor the progress using daily reports and a dashboard to ensure status is provided and service request are completed on time. If there is a delay, the customer will be notified in a timely manner.

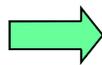
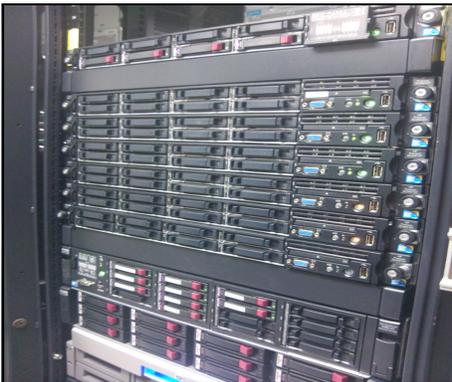
For new Information Technology request a Business Analyst and/or the CIO will meet with department staff to discuss and develop a plan to meet their department's needs and ensure the request accurately represents their needs and intentions.





Infrastructure Management Services

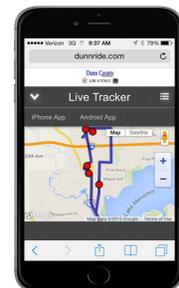
The Operations Section will be renamed the Infrastructure Management Services Section. This aligns the Information Technology Division with the continuous changes occurring in the Information Technology infrastructure field. Dunn County continues to move more enterprise and departmental applications to the cloud and their associated storage with them. In addition, means of delivering applications continues to evolve with the users wanting access to their applications and information on any device, any where, any time. This means implementing new initiatives and strategies to streamline the management, performance, and delivery of local and cloud based Information Technology systems. The operations staff have been training for several years to take on these responsibilities with a renewed commitment to meeting customers' needs by providing a reliable and high performance Infrastructure locally and in the cloud now and into the future.





Land Information Management Services

The Land Information Services Section will be renamed the Land Information Management Services Section. This name change reflects a change in the organization and structure of the section. The current GIS Technical Support Specialist position will be replaced with a Land Information Officer position that will manage the section. This will involve managing the Wisconsin Land Information Program (WLIP) and performing the Land Information Officer (LIO) duties associated with that program. The LIO position will manage the many other services provided by the section including Geographic Information Systems (GIS), Real Property Listing and the associated staff, Rural and 911 Addressing, mapping for Emergency Communications and Management, First Responders, and Law Enforcement. In addition, the LIO will function as technical consultant to assist departments, the CIO, and Business Analysts to develop and implement Land Information Modernization initiatives in the county.





Information Technology Direction and Current Projects

Dunn County continues to move enterprise and departmental applications to the cloud to support the directional plan to provide users access to their applications anywhere on any device and at the office using standards based secure cloud enabled technologies.

Applications on or in progress to moving to the Cloud:

- Email using Google Government Services
- Google Apps: Several departments, divisions, and users have migrated
- Google Drive (Storage): Minutes and Agendas and Dunn County Information Shared directory are being moved
- NDC's Matrix Care: Patient Census and admin, care plans, billing, etc.
- Home Care Nightingale Notes: Patient Management and Billing System
- Dunn County Internet , Intranet, Facebook, and YouTube
- Seamless Docs Web forms: Job application, Rural Address Order Form, etc.
- Cloud Faxing (Ring Central Efax): Cloud based faxing solution
- ADP Time & Attendance: Time entry & leave request management system
- Financial & Accounting System (SAP Enterprise Resource Planning System)
- Inform IQ data query tool: Access to 911, Jail, and Sherriff's Office records
- Veteran's Office VetraSpec Veteran Case & Claims Management system





Information Technology Direction and Current Projects

Dunn County continues to support many applications that do not have cloud based solutions but many of these vendors are migrating their applications to the cloud in the future. Dunn County, in order to support its directional plan to provide users applications using standards based secure cloud enabled technologies has re-provisioned its internal datacenter to provide applications like a public cloud provider solution. This provides the flexibility to manage applications to any device, any where, anytime, including in the office on new secure high performing desktops updated to the most current applications. In addition, other infrastructure updates are being carried out in support of Dunn County's operations. A few are:

Desktop Replacement: The old desktops are being replaced with new private and public based applications with the desktops running Microsoft Windows 8.1 Operating System and Office 2013.

Remodeled Health Care Center: Network, Telephone, Wide Area Network, and Wi-Fi switches are being installed to provide Information Technology infrastructure to support users' applications.

Carlson's GPS unit and Survey Plus software upgrade: The Surveyors' outdated GPS units were replaced with new state of the art units. Surveying, Planning/Zoning, and Public Works Highway will be moving from AutoCAD to Carlson Survey Plus software, which integrates with the new Carlson GPS units and Dunn County's GIS system.

Wi-Fi Network Upgrades: New controllers and additional access points will be added to increase the performance and reliability of the Wi-Fi network. In addition a dedicated VLAN for video conferencing will be enabled, and additional Internet bandwidth allocated to improve performance.

