



Collin County IT

Collin County Information Technology
Caren Skipworth, IT Director



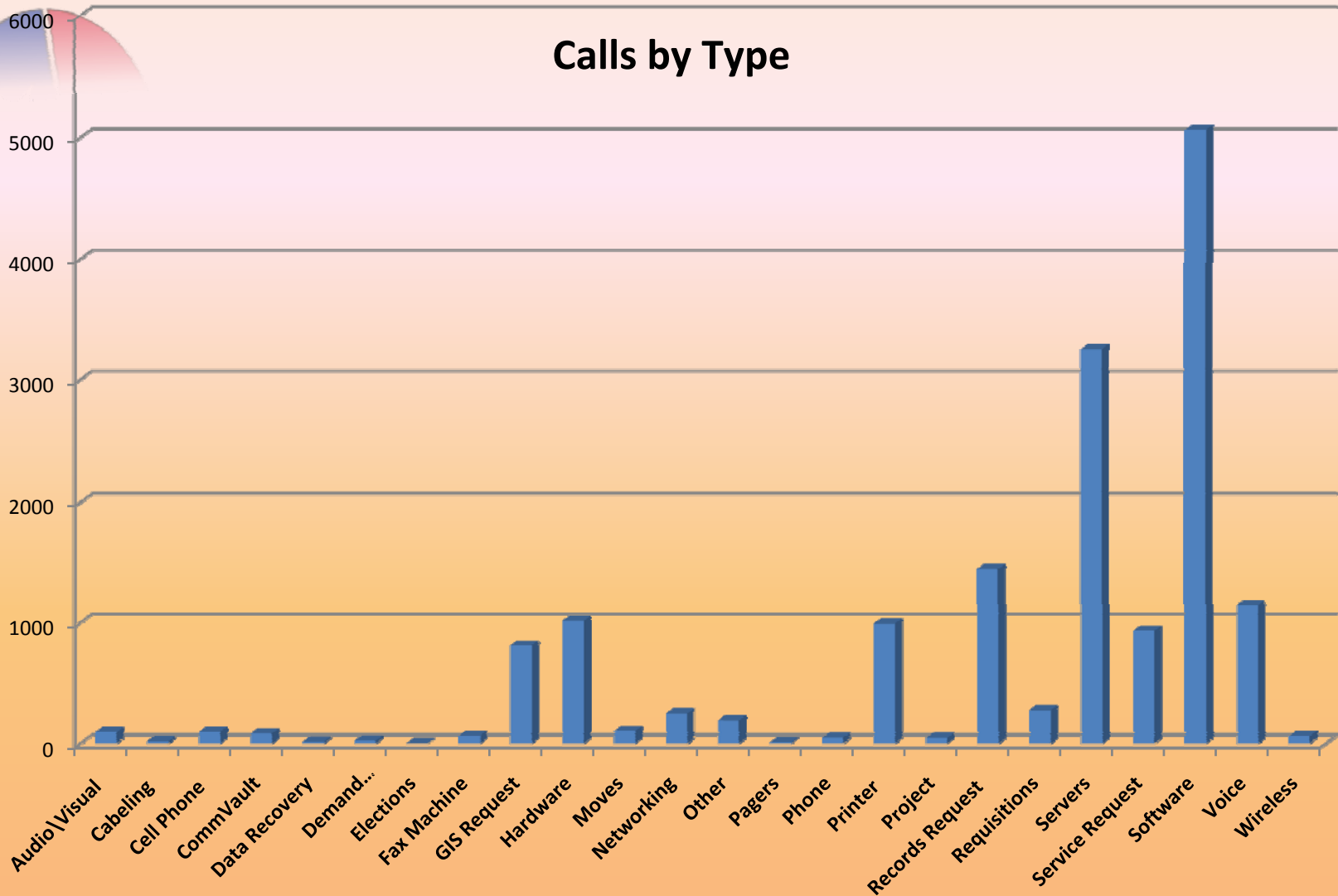


Agenda

- ✓ IT Performance Metrics – Service Desk
- ✓ Applications Services
- ✓ Infrastructure Update
- ✓ FY11 Project Update
- ✓ FY12 Plan Projects

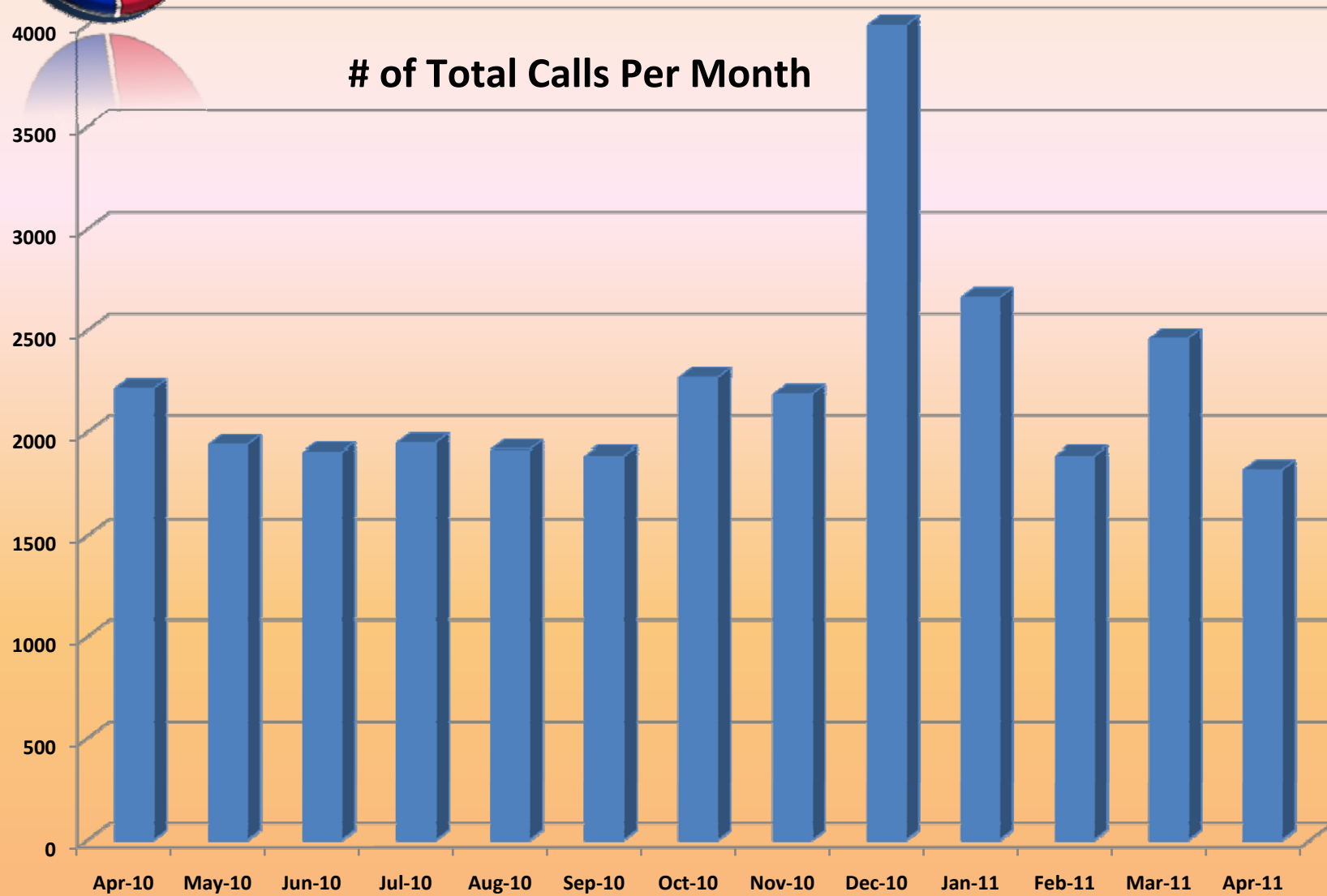


IT Performance Metrics Service Desk



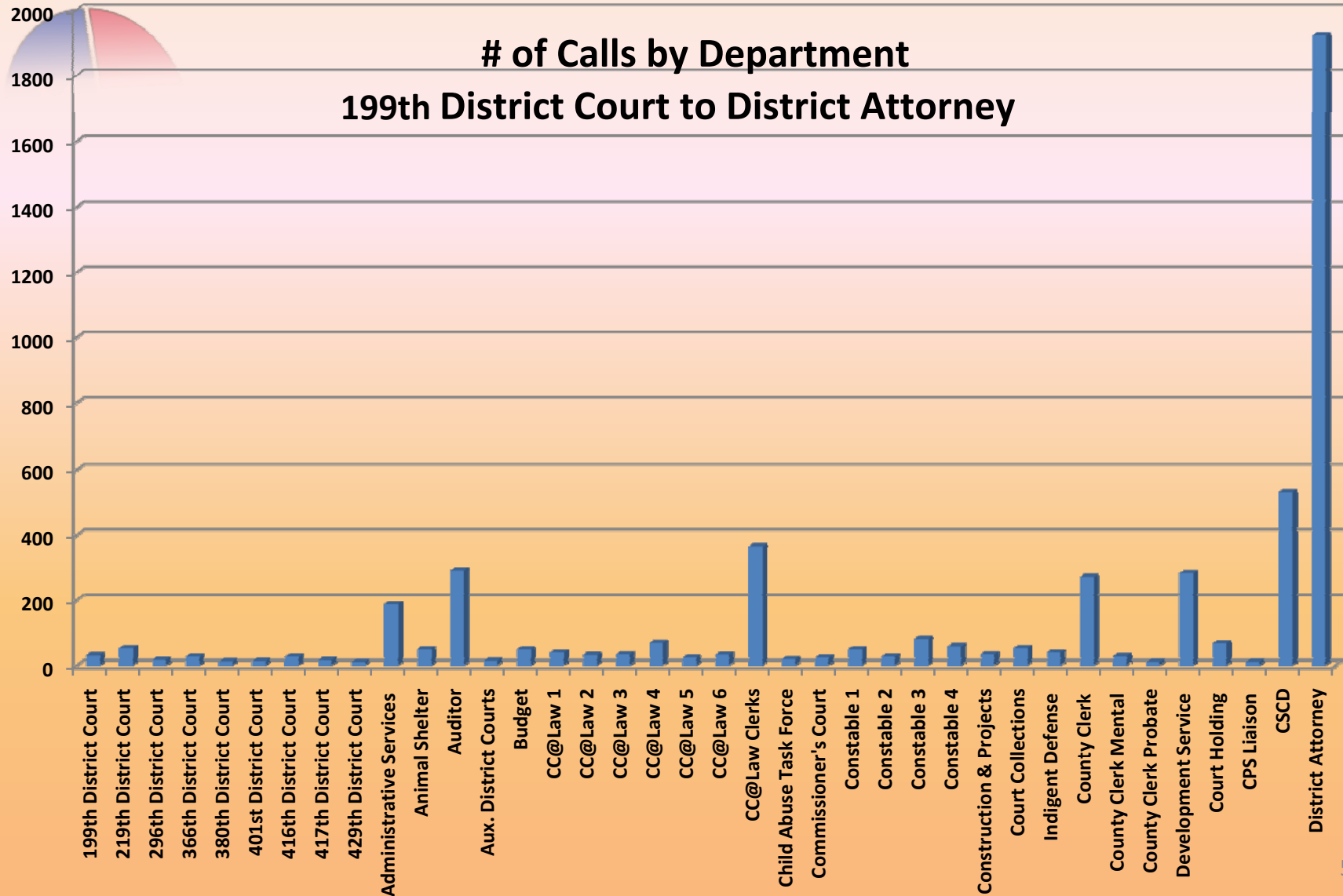


IT Performance Metrics Service Desk



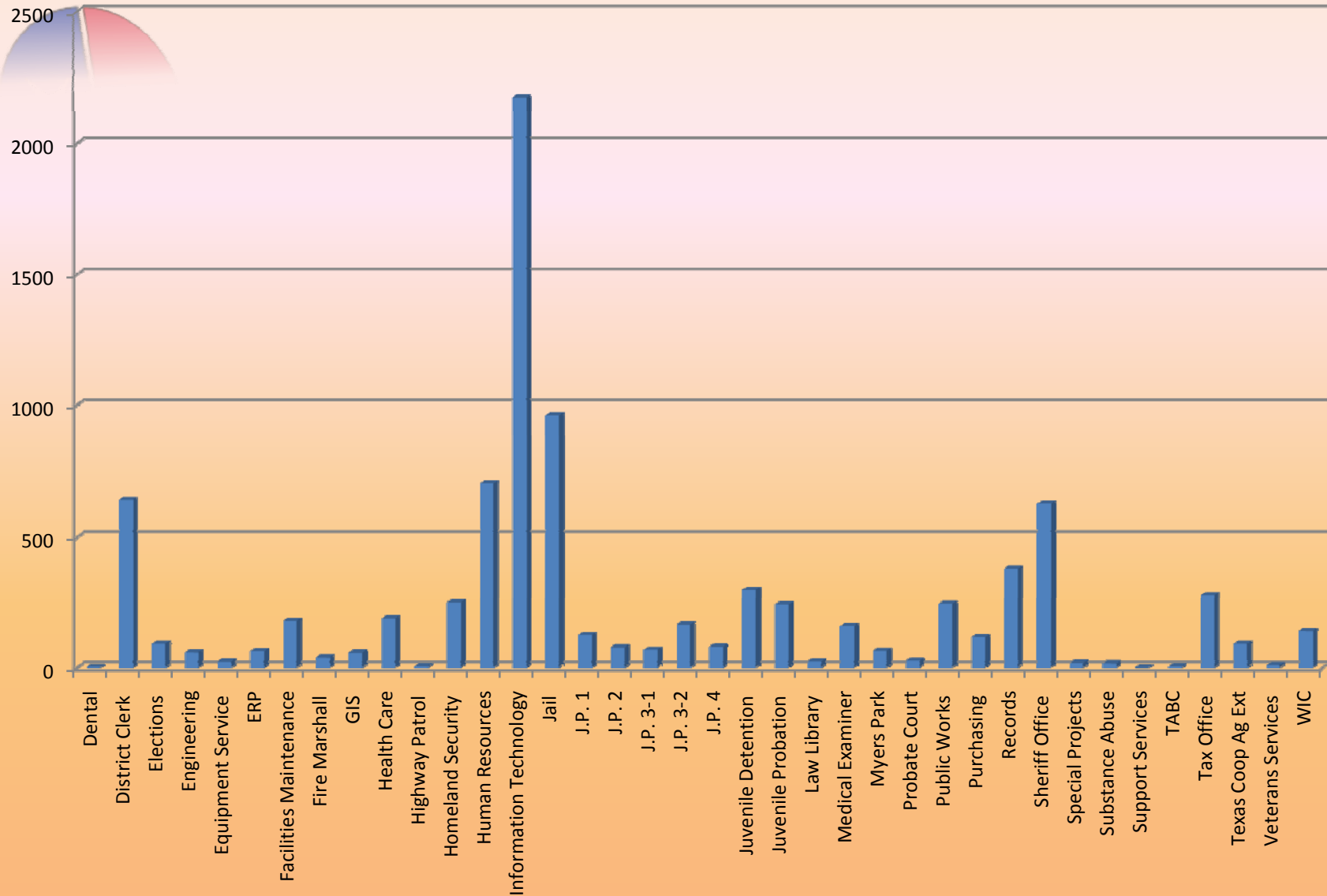


IT Performance Metrics Service Desk



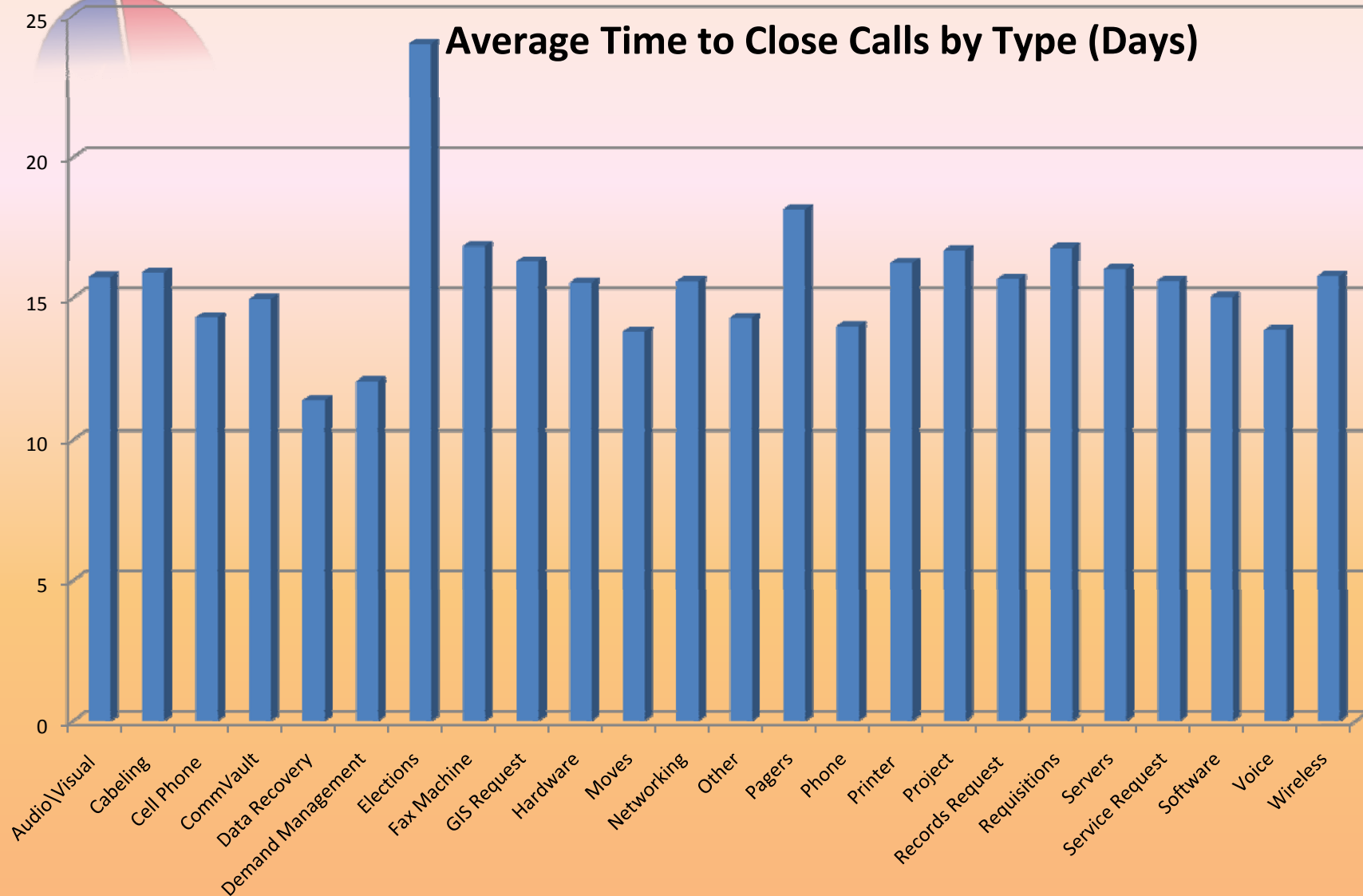


IT Performance Metrics Service Desk



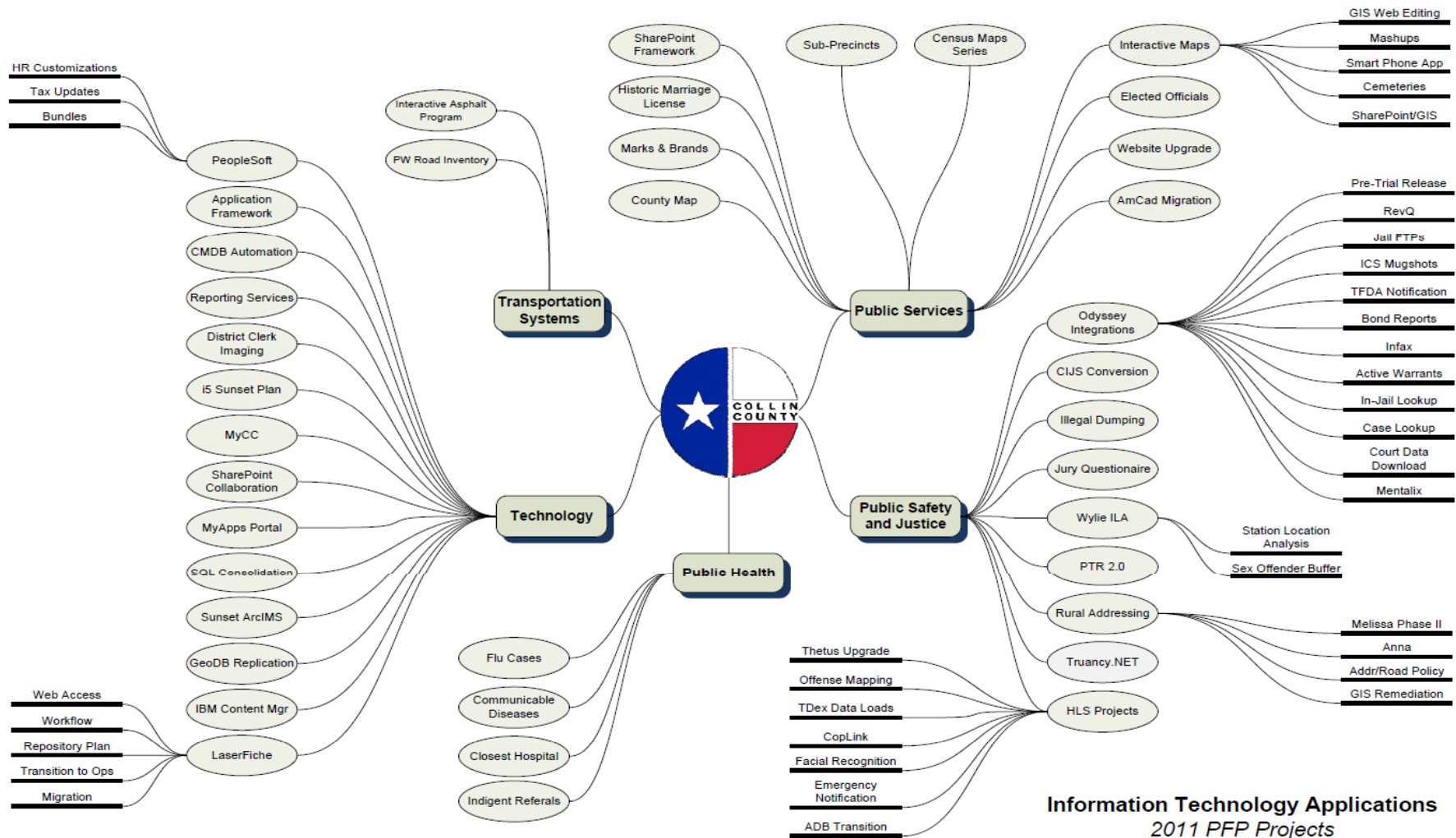


IT Performance Metrics Service Desk





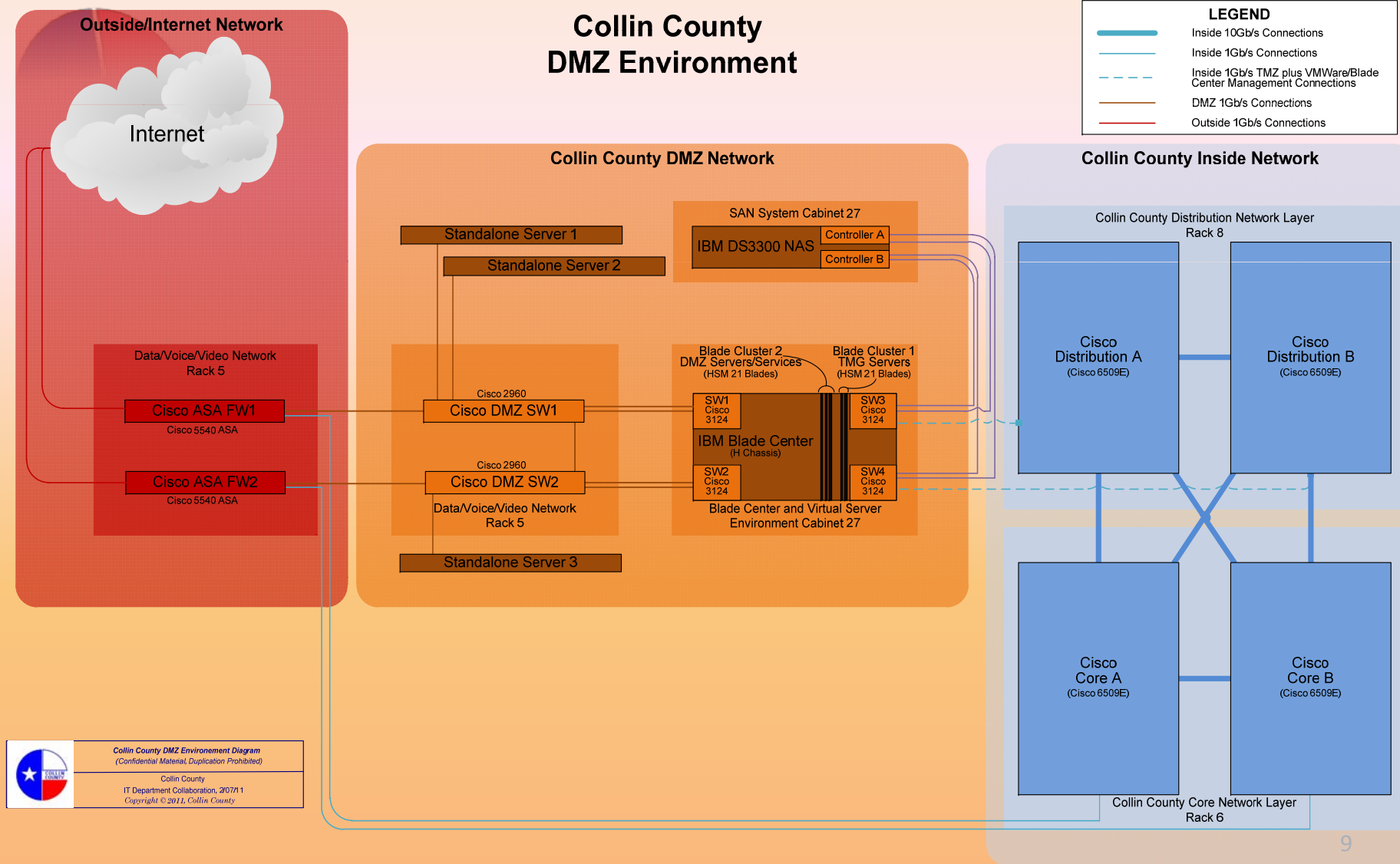
IT Applications Services



Information Technology Applications
2011 PFP Projects



IT Infrastructure Updates

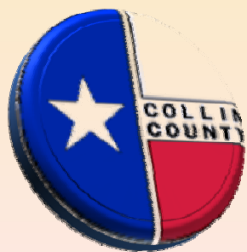




IT Infrastructure Updates

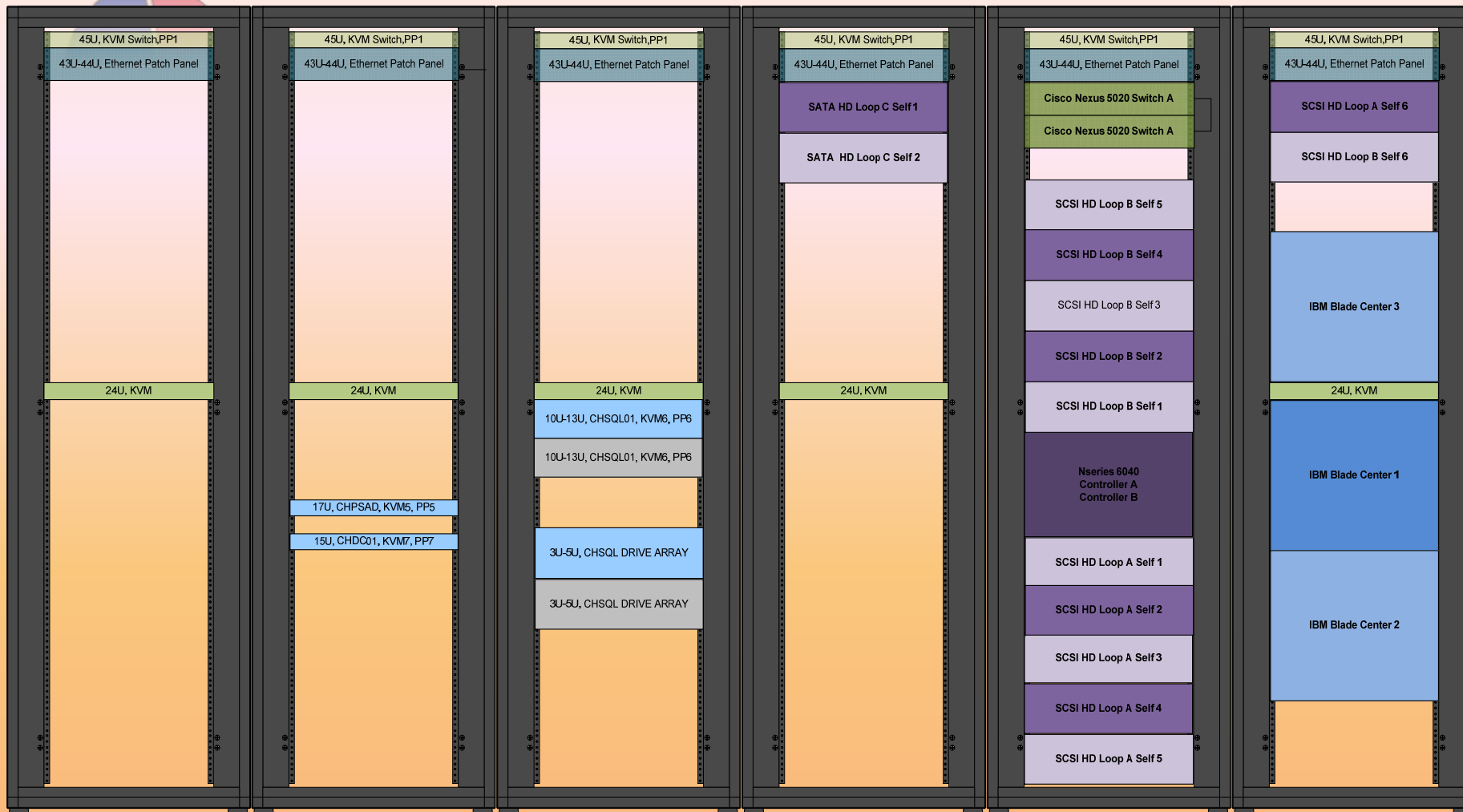
Old Server Environment





IT Infrastructure Updates

New Server Environment



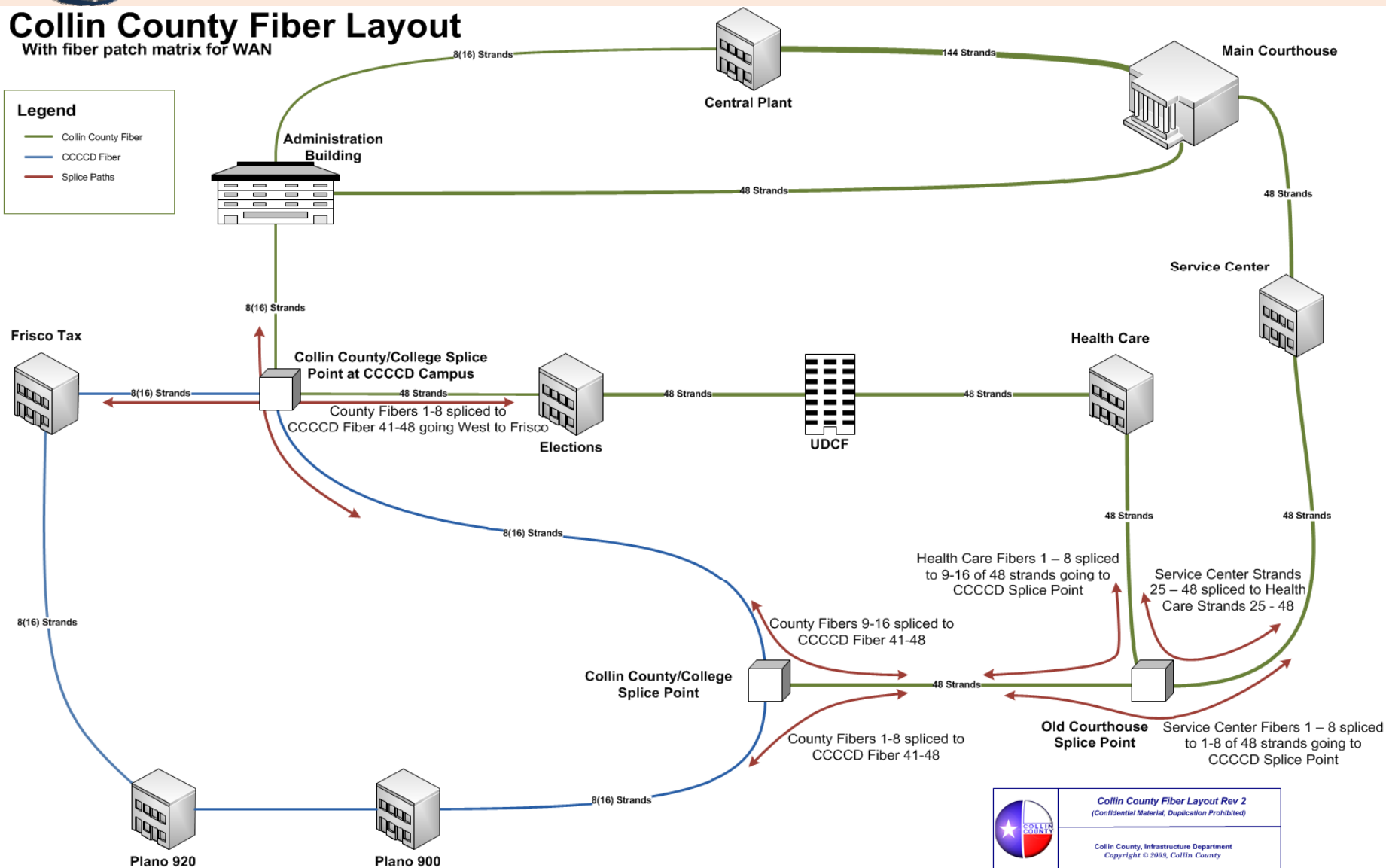


IT Infrastructure Updates

Location	Equipment	On County	Recommendations
	More than 5 Years	Network	
	Old		
900 Building	x	x	Recommend router, switch, and voice gateway upgrades
920 Building	x	x	Recommend router and switch upgrades (Has TLETS access and EOL hardware)
Administration		x	Recommend voice gateway upgrades
			Scheduled for IDF switch upgrade with Justice Center (No additional changes anticipated)
Animal Shelter	x	x	
Courthouse - Main		x	Recommend voice gateway upgrades
Elections	x	x	Recommend router, switch, and voice gateway upgrades
Facilities - Central Plant	x	x	Scheduled for IDF switch upgrade. Recommend voice gateway upgrades
Facilities - Shop		x	No changes anticipated
Farmersville - PCT 2	x	x	Recommend router and switch upgrades. Also add VoIP (We may be able to redeploy older switches pulled from Justice Center)
Farmersville - SC Barn			Recommend addition of router, switch, VoIP phones, and Transport (Need enhancement to support FuelMaster)
			Recommend router, switch, voice modules, and transport upgrades (Put on fiber?)
Frisco - PCT 4	x	x	
Frisco - Tax Office	x	x	Recommend voice gateway upgrades
Frisco - WIC	x	x	Recommend router, switch, and voice module upgrades
Healthcare	x	x	Recommend router, switch, and voice gateway upgrades
Jail		x	Scheduled for IDF switch upgrade (No additional changes anticipated)
Juvenile Detention		x	No changes anticipated
Juvenile Probation		x	No changes anticipated
Medical Examiner	x	x	Recommend switch upgrade
Minimum Security		x	Scheduled for IDF switch upgrade (No additional changes anticipated)
Myers Park	x	x	Recommend router, switch, voice module, and transport upgrades
Service Center	x	x	Recommend router, switch, and voice gateway upgrades
			Recommend switch upgrade (may be able to redeploy switch pulled from Justice Center)
Service Center - Red Barn	x	x	
Sheriff's Office		x	Scheduled for IDF switch upgrade in 2011 (No additional changes anticipated)
UDCF		x	No changes anticipated - Facility to be decommissioned
Wylie - PCT 2	x	x	Recommend router, switch, and voice module upgrades
Wylie - WIC			No changes anticipated



With fiber patch matrix for WAN





IT FY2011 Accomplishments

- ✓ **CIJS Criminal & Prosecution Go Live**
- ✓ **CIJS Jail & Law Enforcement Go-Live**
- ✓ **Share Point Upgrade**
- ✓ **DMZ Demilitarized Zone – External Services to the Public**
- ✓ **Election Vote Center**
- ✓ **2011 New Elected Official Request/Web Site Updates**
- ✓ **Sheriff Office Mobile Data Computers Replacements**
- ✓ **Odyssey Court Data Download**
- ✓ **Odyssey 2011.2 Software Upgrade**
- ✓ **Audit Automation & Management - MKInsight Software Implementation**

IT FY2011 Major Projects In Progress

- ✓ ERP Replacement Project
- ✓ JJEAP New Building
- ✓ Courthouse Phase II
- ✓ Exchange 2010 Upgrade
- ✓ SQL 2008 Upgrade
- ✓ MS Windows 7 & Office 2010 County Wide Rollout
- ✓ TLETS – Audit Remediation – Cisco Switch upgrade for Justice Center
- ✓ AmCad Project
- ✓ Brands & Marks Website
- ✓ EMRS Health Care System
- ✓ Credit Cards – County Wide
- ✓ Constable MDC's
- ✓ E-Citations SO
- ✓ Medical Examiner System
- ✓ 110 Ad Hoc Projects

IT FY2012 Plan Projects

- ✓ PeopleSoft Upgrade 9.0
- ✓ Tax Office Web Component
- ✓ District Clerk Imaging
- ✓ IT Audit Remediation
- ✓ Security Policies
- ✓ COOP Update
- ✓ Change Control Board Implementation
- ✓ County Wide Deployment
- ✓ Call Manager Unity Upgrade
- ✓ Cisco Firmware Upgrade
- ✓ Marriage License Web Project
- ✓ Genealogy Web Project
- ✓ Election Vote Center
- ✓ Road Bond Web Project
- ✓ H1N1 Surveillance Project

- ✓ Performance Metrics & Process Updates
- ✓ CIJS Phase IV
- ✓ Exchange 2003 Upgrade
- ✓ RMS (Records Management System)
Phase 3 (HR, Purchasing, Election, HC & Engineering)
- ✓ GIS Digital Orthophotography
- ✓ GIS Blade Center Upgrade
- ✓ 103 Ad-Hoc Projects

*** 21 IT Major Projects**



Agenda for September 2011

- ✓ FY11 Project Updates
- ✓ FY12 Budgeted Projects
- ✓ Software Survey Results



Thank You

**Collin County
IT**

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Caren Skipworth, IT Director

