Information Management Office

2017 Annual Report - Website
Prepared for the Finance Committee
August 02, 2017
Joan Berkes Hanson
Topics

• Brief Overview of IMO Duties
  Network Services & GIS

• 5-Year Trends

• 2016 – 2017 Technology Advancements

• Challenges & Opportunities
Very Quick History of IMO
“Enable the Sharing of Data”

• Two Challenges:
  • Build the best GIS
  • Build a Windows-based Network

• “Begin With The End In Mind” – Stephen R. Covey
It Takes A Village of IMOers

Today

Flexible... workflow, positions, schedules, empowered
100 Tricks to Appear Smart in Meetings

How to Get by Without Even Trying

SARAH COOPER - THECOOPERREVIEW.COM
#8 Ask the presenter to go back a slide

"Sorry, could you go back a slide?" They're the seven words no presenter wants to hear. It doesn't matter where in the presentation you shout this out; it'll immediately make you look like you're paying closer attention than everyone else is, because clearly they missed the thing that you're about to brilliantly point out. Don't have anything to point out? Just stare silently for several seconds, then say, "OK, let's move on."
Connectivity Achieved

NOTES:
1) Assume fiber connections are fully operational.
2) Assume LAN switches are already in place and operational. Client workstations are connected to 3COM 3300 Switch either directly or through fiber and hub switches.

Drawing10.vsd
Update 10/08/99
DeKalb County Government
Information Management Office
July 18, 2017

IMO / GIS ANNUAL TASKS

<table>
<thead>
<tr>
<th>Year</th>
<th>Infrastructure Support</th>
<th>Desktop Support</th>
<th>Phone Support</th>
<th>Special Projects</th>
<th>GIS</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>4,635</td>
<td>3,373</td>
<td>209</td>
<td>894</td>
<td>403</td>
<td>9,514</td>
</tr>
<tr>
<td>2013</td>
<td>4,494</td>
<td>3,020</td>
<td>199</td>
<td>923</td>
<td>397</td>
<td>9,033</td>
</tr>
<tr>
<td>2014</td>
<td>4,526</td>
<td>2,748</td>
<td>121</td>
<td>1,057</td>
<td>622</td>
<td>9,084</td>
</tr>
<tr>
<td>2015</td>
<td>5,956</td>
<td>3,428</td>
<td>298</td>
<td>1,251</td>
<td>661</td>
<td>11,594</td>
</tr>
<tr>
<td>2016</td>
<td>5,439</td>
<td>4,046</td>
<td>284</td>
<td>1,274</td>
<td>865</td>
<td>12,180</td>
</tr>
<tr>
<td>Midway - 2017</td>
<td>2,792</td>
<td>2,096</td>
<td>118</td>
<td>387</td>
<td>255</td>
<td>5,648</td>
</tr>
</tbody>
</table>
Technology Advancements 2016-2017

- 20KVA UPS for LC Server Room & PSB
- Barracuda Web Filter
- State’s Attorney Office VPN to City of DeKalb for access to Police Records system
- November 2016 and 2017 Elections
- Pulse Secure SSL VPN
- IAMRESPONDING Fire Department notification (Sheriff’s Office)
- Moved circuitclerk.org to GoDaddy – hosted at dekalbcounty.org
- ESRI Software at Highway
- Electronic Recycling
Technology Advancements

- Parking lot security cameras
- Storage Upgrade LCSAN
- Upgrade PSBSAN
- Update VMware networking on both campuses & VMware Audit
- Started e-citation in DeKalb County Sheriff squads
- First offsite witness in court via Zoom
- Assisted CI with move to the new Jano AO
- A/V in Blank Slate, CRW, 5 Seasons
Database Advancements

• Inventory Database; LanSweeper and ARF;
• **Animal Control Database with new reports and new functions; added error control to minimize issues; purged thousands of records using complicated ‘queries’**
• Coroner Database (resolved Coroner’s poor internet connection)
• Restaurants Database
• Exemptions Database
• Human Resources database
• State’s Attorney Database
• ROE Database
• Drug Court & DUI Court database
• Enhanced Payroll Database relating to BCBS
• Enhanced Payroll Database relating to Affordable Care Act
• Claims import to eFinancePLUS
GIS Advancements 2016-2017

• Compass & Compass Map
• Work with NINGA group to transition DeKalb County to next generation 911
  – Work with group on defining standards
  – Create and change GIS layers to conform to data requirements
  – Develop workflow, Address QC issues, Address technical questions from group
• Numerous data orders
• Routine updates on GIS layers:
  – Accident locations, Roads, Addresses, Annexations, Corporate Boundaries, Tax boundaries, 911 response layers, Fiber, Zoning, Polling Places, Safe Zones and Sex Offenders, Precincts, Fire district maps, Forest Preserves, Street guides, 911 maps, Elections maps.
• Provide City of DeKalb with all address and road mapping layers and updates for 911 purposes
• Maps for trials, court cases, and Detectives
Bus Training Sign-up

Test:

Bus Driver’s First and Last Name: *

First

Last

Phone: *

Alternate Phone:

Address: *

Street Address

Address Line 2

City

State

ZIP Code

Email: *
Challenges & Opportunities
What’s New and What’s Not

• Security
• Supporting Offices 24x7
• Asset Replacement!
Full Circle

• Begin with the end in mind
  • Stephen R. Covey
Information Management Office

Joan Berkes Hanson
815-895-1643
jhanson@dekalbcounty.org