

FY 2018 Transparency Report

Winnebago County Administration



Information Technology

Gus Gentner, Chief Information Officer

Associated Budget Funds

19500 General Fund

The Winnebago County Department of Information Technology provides information technology counsel, services and solutions to all Winnebago County Government Elected and Appointed Officials. These services include providing a secure and reliable infrastructure for hosting the County's data and software applications. In addition, WinCo DoIT provides these same services to other government agencies within the County on a fee basis via intergovernmental agreements.

Our Purpose

It is the purpose of the Winnebago County Department of Information Technology to be of maximum service to its internal and external customers by providing timely, accurate and financially sound Information Technology counsel, services and solutions. Our focus shall be the five nines in everything we do - our Information Technology infrastructure shall be available 99.999% of the time; our service commitments shall be completed 99.999% of the time on schedule; 99.999% reliability, accuracy and integrity in everything we do. The department is open Monday-Friday from 8:00 a.m. to 5:00 p.m. with computerized on-line services available 24 hours a day, 7 days a week.

For more information, please visit www.wincoil.us - Departments - Information Technology.

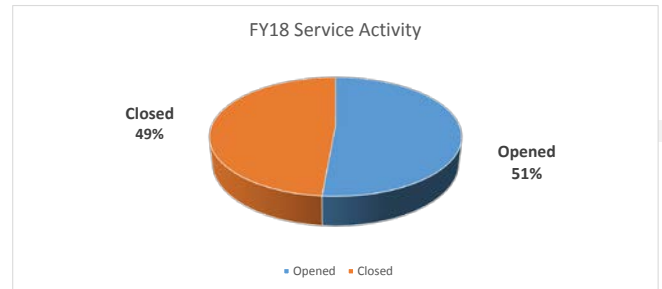
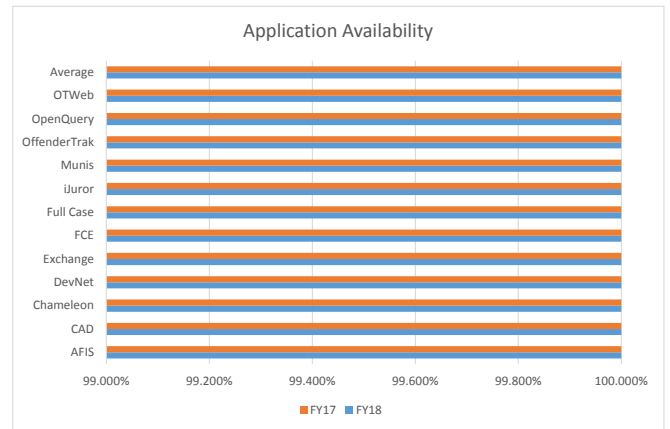
4th Quarter Highlights

We experienced an unusually high number of cyber threats in the last quarter of FY 2018. These threats included foreign actors targeting WinCo servers and a high volume of phishing attacks. (Phishing attack - the fraudulent practice of sending emails purporting to be from reputable companies in order to induce individuals to reveal personal information, such as passwords and credit card numbers.) All 140 incidents were contained.

1st Quarter Preview

We shall continue to assist with a variety of improvements forthcoming from the Finance department – TCM, ESS, E-procurement and other. The single most important improvement we are making in the first quarter is the implementation of our new Windows 2016 Hyper-V cluster. This will enhance stability and reliability. In addition, a replacement emergency notification system will be implemented.

	October 1 - September 30	
	4th QTR YTD	4th QTR YTD
	FY18	FY17
Personnel		
Contracted Management	0	1
# Full-Time Employees	12	11
# Part-Time Employees	0	0
Core Business Application Availability (24/7/365)		
	FY18	FY17
AFIS	100.000%	100.000%
CAD	100.000%	100.000%
Chameleon	100.000%	100.000%
DevNet	100.000%	100.000%
Exchange	100.000%	100.000%
FCE	100.000%	100.000%
Full Case	100.000%	100.000%
ijuror	100.000%	100.000%
Munis	100.000%	100.000%
OffenderTrak	100.000%	100.000%
OpenQuery	100.000%	100.000%
OTWeb	100.000%	100.000%
Average	100.000%	100.000%
Tickets Opened/Closed		
	FY18	FY17
Opened	2420	2595
Closed	2286	2528
Difference	134	67
Meantime to Closure (Business Days)	4.633333	6.605555



*n = newly tracked metric