

FY 2018 Transparency Report

Winnebago County Administration

Information Technology

Gus Gentner, Chief Information Officer



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.

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.

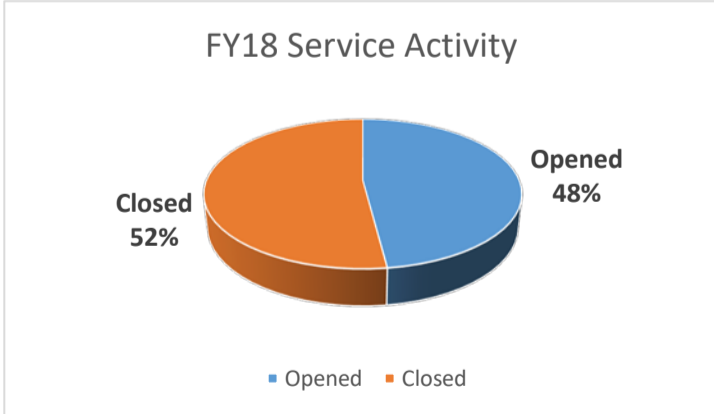
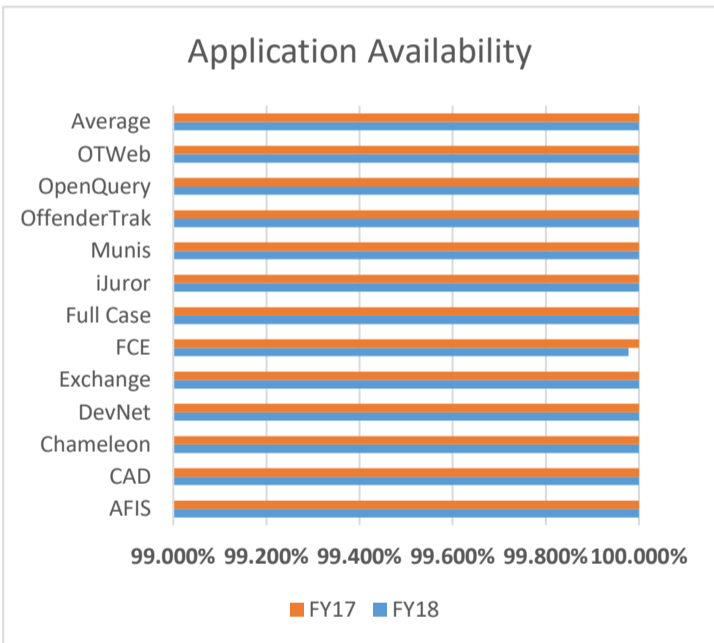
3rd Quarter Highlights

Filled open positions, allowing us to resume our full staffing complement. Implemented FBI National Data Exchange (N-Dex) for WCSO enabling nationwide police record sharing. Implemented Automated Order of Protection Notification system for 17th Judicial Courts. Completed WCHD staff move to North Court location from Division St.

4th Quarter Preview

Munis functionality implementations: JPMorgan Chase SUA Management, TCM Implementation, E-Procurement, Vendor Self Service, Workflow refinement, Reporting Services Rollout, Employee Self Service Enhancements

	October 1 - June 30	
	3rd QTR YTD FY18	3rd QTR YTD FY17
Personnel		
# Contracted Management	0	1
# Full-Time Employees	13	11
# Part-Time Employees	1	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	99.977%	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	2306	2471
Closed	2503	2341
Difference	-197	130
Meantime to Closure (Business Days)	12.048148	4.168518



3rd Quarter YTD Significant Variance Explanations

After reestablishing our staffing levels, we were able close out a backlog of tickets, which is reflected in the volume closed vs. opened, as well as a the bump up in our meantime to closure due to closing out those older tickets. Additionally, the Chief Information Officer has been added to the department as an employee.

*n = newly tracked metric