

FY 2019 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.

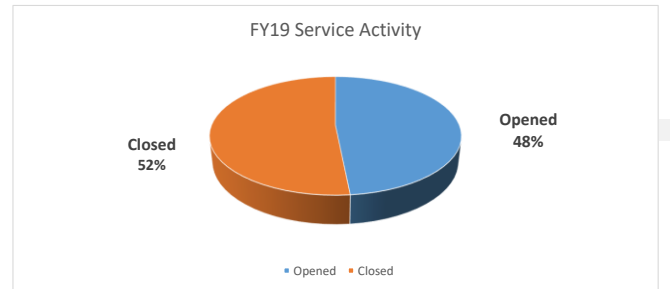
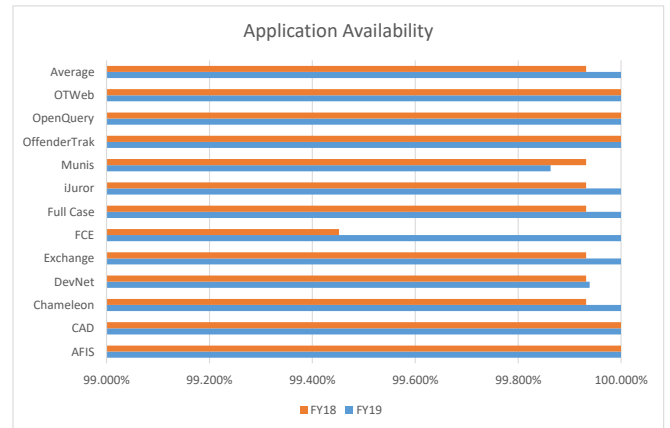
1st Quarter Highlights

1) In our continual efforts to reduce the number of physical server within Winnebago County, we activated our Windows Server 2016 Hyper-V Cluster (virtualization). We shall be retiring the majority of our physical servers and ingesting pre Windows 2016 Server virtual servers into the 2016 virtual cluster. 2) We activated the I-Fiber connection between the north and downtown campuses. 3) Tyler Content Management (TCM) was activated during this time period. This should improve functions within finance and human resources.

2nd Quarter Preview

1) Upgrade the Mitel voice over IP system software. 2) Upgrade MUNIS to release 11.3. 3) Activate text notifications for the courts. 4) Upgrade Full Court Enterprise to release 7.2 5) Participate in the CAD and police records project management process.

	October 1 - September 30	
	1st QTR YTD	1st QTR YTD
Personnel	FY19	FY18
Contracted Management	0	1
# Full-Time Employees	13	11
# Part-Time Employees	0	0
Core Business Application Availability (24/7/365)	FY19	FY18
AFIS	100.000%	100.000%
CAD	100.000%	100.000%
Chameleon	100.000%	99.932%
DevNet	99.939%	99.932%
Exchange	100.000%	99.932%
FCE	100.000%	99.452%
Full Case	100.000%	99.932%
ijuror	100.000%	99.932%
Munis	99.863%	99.932%
OffenderTrak	100.000%	100.000%
OpenQuery	100.000%	100.000%
OTWeb	100.000%	100.000%
Average	100.000%	99.932%
Tickets Opened/Closed	FY19	FY18
Opened	2437	2202
Closed	2594	2286
Difference	-157	-84
Meantime to Closure (Business Days)	10.433333	7.757407



*n = newly tracked metric