

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.

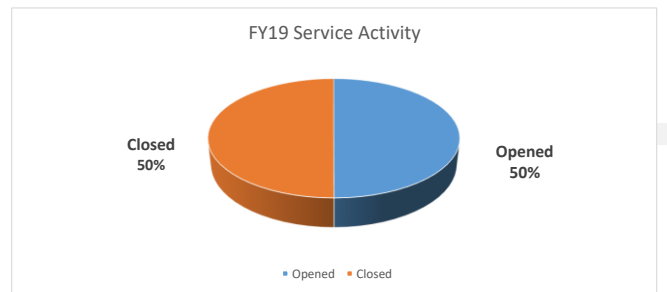
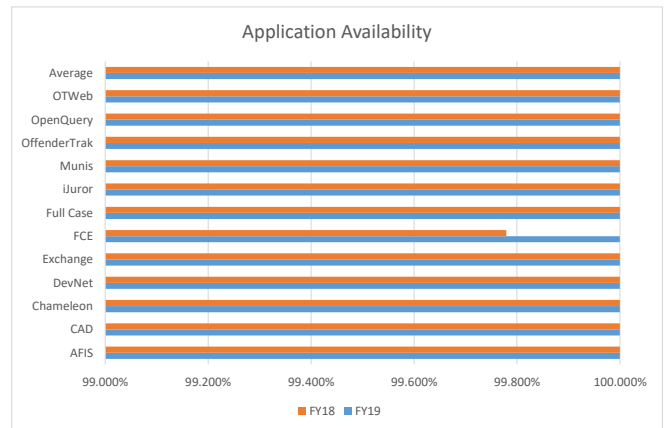
2nd Quarter Highlights

MUNIS was upgraded to 11.3 and FCE upgraded to version 7 Patch 2. Another round of repairs was performed on the sirens. Provided assistance to the WCSO with Aramark implementation. Began the transition of County Board meeting streaming to Entre'. Bi-weekly iterative sessions with RBNH regarding Information Technology Continuous Process Improvement.

3rd Quarter Preview

Ensuring network and application up time is always our primary focus along with data backup, recovery and security. Configuring and deploying the mass notification system, CivicReady, will be a substantial task for the department as well as an enormous tool for the WinCo citizens. Planned election support. WinCo will be hosting the spring conference for the Illinois County Management Information Association.

	January 1 - March 31	
	2nd QTR YTD	2nd QTR YTD
Personnel	FY19	FY18
Contracted Management	0	1
# Full-Time Employees	13	12
# 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%	100.000%
DevNet	100.000%	100.000%
Exchange	100.000%	100.000%
FCE	100.000%	99.779%
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	FY19	FY18
Opened	2368	2318
Closed	2370	2170
Difference	-2	148
Meantime to Closure (Business Days)	5.377777	7.394444



*n = newly tracked metric