

Sedgwick County Technology Review Committee

2007 Synopsis

Annually, Sedgwick County performs a review of all technology projects that are either new that year or have experienced substantial changes in cost or scope since they were originally proposed. This review is performed by the Technology Review Committee (TRC), a cross-organization group tasked by the County Manager to bring their intelligence and common sense to the task of determining which projects merit approval and which do not.

Below is the section of the County IT Policy for TRC:

- a. Technology Review Committee (TRC):
 - i. The Sedgwick County Manager will appoint the TRC membership annually.
 - ii. The CIO, Deputy CIO and a designee appointed by the Purchasing Director will serve on TRC.
 - iii. TRC will maintain the County's technology ideology which will be called IT Guiding Principles.
 - iv. TRC will establish and publish the processes through which technology is approved and standardized in the organization.
 - v. TRC will create and publish procedures for the County and District Court to accomplish their missions.
 - vi. Annually, and within a timeframe that complies with the budget calendar, TRC will facilitate the development of division technology plans and will subsequently review, grade and prioritize such plans:
 1. Facilitation will include dissemination of all instructions and forms needed by divisions to complete their plan.
 2. The graded and prioritized list will be sent to the County Manager.
 3. Additions and changes to plans may be made during the year and be subject to the same review and grading as the annual plan.
 - vii. TRC will meet throughout the year to review technology requests as they arise.

There are multiple tools that TRC uses to accomplish this task, and these tools are included below. The first form (page 2) is the blank form that departments fill out for each project they wish to have approved. Pages 3-5 are the instructions for filling out the form on page 2. Pages 6-15 is the Scope of Technology Plans which explains which projects need TRC approval and which do not (purchases of standard workstations, printers, software, etc do not require a special request – if the department has the money and needs an already approved device or package, it is considered pre-approved by TRC). The next two pages (16-17) have the IT Guiding Principles which is the county's philosophy regard information technology, followed by the County's Software Support Schedule (18) and Training Planning form (19).

**Sedgwick County Technology Review Committee 2007
PROJECT FORM**

DIVISION PRIORITY NUMBER:		DEPARTMENT PRIORITY NUMBER:		OUT OF	
DIVISION & DEPARTMENT NAME:				Previous TRC Rating:	
PROJECT NAME:				Implementation Date:	
CONTACT NAME AND PHONE NUMBER:					
NAME OF DIO STAFF CONSULTED:					
Funding Source:					
1. <u>PROBLEM/OPPORTUNITY AND JUSTIFICATION:</u>					
2. <u>TECHNOLOGY SOLUTION:</u>					
3. <u>IMPACT & CONSTRAINTS:</u>					
4. <u>SUMMARY OF RESOURCE REQUIREMENTS:</u> (List each item and its estimated cost)					
a. Personnel (Staff)					
b. Contractual Services (Training, Maintenance, Leased Lines)					
c. Commodities: < \$1000 (Hardware, Software)					
d. Capital Outlay: > \$1000 (Hardware, Software)					
e. Training:					
COSTS:	2007 Revised	2008 Revised	2009 Revised	2010	
Acquisition					
Recurring					
TOTAL:					
Est. DIO Hours					
DIO Training Hours					

Instructions for Preparing Technology Plans 2007

The *Scope of Technology Plans* document is an important companion to these Instructions. It contains valuable information regarding the technology landscape at the County that can change every year – please read it before completing your Technology Plan. If any questions arise with either of these documents, please contact HELPDESK at 660-9811.

A completed Technology Plan consists of two parts, an **Overview Section** and **Technology Plan Project Forms**.

A. The **Overview Section** provides two things:

1. Any pertinent background information relevant to the technology plan. It serves as an introduction to the plan and should be on your letterhead. You might choose to include the **vision, purpose, or goals of the technology plan** or how the plan helps you achieve your strategic plan. DO NOT include your entire strategic plan.
2. A table summary of all technology projects planned for 2007– 2010. This table (form provided) should include ALL projects....those that have already received an “A” rating, those that previously received a “B” or “C” rating and you still want to do, and all new projects.

B. **Technology Plan Project Forms.** A complete Technology Plan requires a separate Technology Plan Project Form located at <http://eline/TRC/Forms/Forms/AllItems.htm> for every identified project. Each Project Form should have a priority ranking according to the division/department’s needs, with the highest priority being number 1.

1. *Project Forms should be completed for all projects for 2007 – 2010. Project forms prepared for 2007 projects previously rated “A” need to be resubmitted so they are included in TRC’s top ten projects for the current year if you are requesting funding for the project. New 2007 projects and those that previously received a “B” or “C” must be resubmitted on a Project Form.*
2. Please include an estimate of the hours that DIO-Technology will need to supply to complete the project. This will help TRC gain a more complete picture of the overall cost of the project, as well as assist DIO in determining resource allocation for the year. Call the Customer Support Center for assistance in developing this estimate.
3. The Technology Plan Project Forms are designed to be concise, one-page descriptions of the proposed plan in a highly structured format. This format will enable the Technology Review Committee to evaluate each plan according to its merits in a consistent and equitable basis. Additional information may be attached if necessary (such as equipment lists or cost calculations).
4. An explanation of each item on the Project Form is as follows:
 - A. **Division Priority Number:** This Priority is determined by Division Directors for all projects of their departments. It is an ordinal ranking of the Project Forms according to the needs of the Division. The highest priority should be number 1.
 - B. **Department Priority Number:** This priority is determined by Departments, Elected, and Appointed Officials. The highest priority should be number 1.
 - C. **Division and Department Name:** Include both the department name and division name, if applicable.
 - D. **Previous TRC Rating:** If the project was submitted previously, please note the TRC’s previous rating of A, B, or C.
 - E. **Project Name:** The Project Name is chosen by the department to identify the project. The name should be descriptive in nature.

- F. **Preferred Implementation Date:** Tell us the month and year that you plan to implement the project.
- G. **Contact Name:** The person the TRC should contact with specific questions.
- H. **DIO Staff Consulted:** The person or persons in DIO with whom the department talked to prepare the project form, developed specifications, or estimate costs.
- I. **Questions 1 – 4:** Briefly explain the problem or opportunity to be addressed and the justification for the project, the technology solution proposed, potential impacts on other departments or services, and the resources required to implement the project. **Has a return on investment (ROI) been prepared?** Refer to the template at <http://eline/TRC/Forms/Forms/AllItems.htm> for specific items to include in each section.

Question 4 asks that required resources be itemized according to budgetary category of expenses (which should help identify the various types of resources needed).

- J. **Costs:** List by year the acquisition cost (cost to purchase or otherwise obtain the proposed equipment, software, etc.), recurring costs (on-going costs to maintain equipment or software, lease licenses, train staff, etc.), estimated DIO hours (how much time is anticipated to be needed from DIO staff for this project), and DIO training hours (hours, if any, needed to train DIO staff to support the proposed technology). **Please use only whole dollar amounts (no cents).**

The “2007 Revised” columns should be used for:

1. New projects proposed for 2007.
2. Projects requested in your Technology Plan last year and rated “B” or “C” and that you want to request again.
3. Projects already approved by TRC (A Rating).

Projects in 2008 or 2009 already approved (“A” rating) by previous Technology Review Committees must be submitted on a Project Form again. This will enable the plan to accurately reflect all plans and purchases for the planning period.

[Project Form Template Follows](#)

**2007 Technology Review Committee
PROJECT FORM TEMPLATE**

DIVISION PRIORITY NUMBER:		DEPARTMENT PRIORITY NUMBER:		OUT OF	
DIVISION & DEPARTMENT NAME:				Previous TRC Rating:	
PROJECT NAME:				Implementation Date:	
CONTACT NAME AND PHONE NUMBER: Who would TRC call if they had questions?					
NAME OF DIO STAFF CONSULTED: Who did you talk to in DIO to prepare this form?					
Funding: Already in budget _____. Need supplemental _____. Grant _____. Other _____.					
<p>1. <u>PROBLEM/OPPORTUNITY AND JUSTIFICATION:</u> What is the situation that needs to be improved? What opportunity has been identified? Which of Sedgwick County's Information Technology Guiding Principles form the foundation of this project? How does it improve services or citizen access, enable employees, or add to the information infrastructure? Has a return on investment (ROI) been prepared?</p> <p>Explain how efficiencies will be enhanced or customer service improved. What savings, if any (dollars, staff, space) will be realized? How will those savings be measured?</p> <p>Consequences of not implementing the plan.</p>					
<p>2. <u>TECHNOLOGY SOLUTION:</u> How will the problem be solved? Conceptual projects do not need developed technology solutions.</p>					
<p>3. <u>IMPACT & CONSTRAINTS:</u> Who else does this impact? Can this resource be shared?</p> <p>Are there other considerations such as state connections or legal requirements?</p> <p>Will it require network wiring, cabling, or other building improvements?</p> <p>Will it use public rights-of-way or require changes in utilities or services?</p>					
<p>4. <u>SUMMARY OF RESOURCE REQUIREMENTS:</u> (List each item and its cost or estimated cost)</p> <p>a. Personnel (Staff)</p> <p>b. Contractual Services (Training, Maintenance, Leased Lines)</p> <p>c. Commodities: < \$1000 (Hardware, Software)</p> <p>d. Capital Outlay: > \$1000 (Hardware, Software)</p> <p>e. Training (when; DIO or specify other)</p>					
COSTS:	2007 Revised	2008 Revised	2009 Revised	2010	
Acquisition					
Recurring					
TOTAL:					
Est. DIO Hrs					
DIO Training Hrs					

Scope of Technology Plans - 2007

Generally speaking, all computer technology equipment and software should be included in the technology plan. The key question is, “Does the item change the technology environment for the department or the County?” Items identified as “County Standard” should be included in the plan only if you are planning to request supplemental funding during the budget process.¹

Departments are expected to contact the Information Technology Department of the Division of Information & Operations (DIO/IT) during plan development to gain knowledge, have questions answered, validate assumptions, understand standards, and generally critique the accuracy and appropriateness of each project in their plan. The best approach is to contact the Customer Support Center (*helpdesk*, 660-9811), where staff will direct inquiries to the appropriate area within DIO/IT.

I. Standard Hardware

- A. Standard specifications exist to assist in purchasing the hardware items listed below. These standards are published on e-line and are updated every four months. These items need not be included in technology plans as long as they can be funded from the departmental operating budget and the item to be purchased is specifically listed in the relevant standard (all standards are found on the Technology Standards page on e-line). If the item to be purchased is not already in the relevant standard, departments should contact Ken Wilson (*kwilson*, 660-9876) with the technical specifications and ask him to see if it meets the criteria for inclusion.
 - 1. Personal Computers (PC's)
 - 2. Laptops
 - 3. LCD Projectors
 - 4. Digital Cameras
 - 5. Personal Digital Assistants (PDA's or Palm Pilots)
 - 6. Fax machines
 - 7. Digital signature equipment
 - 8. Digital printers, copiers, scanners and multifunction printing devices – *new multifunction printing devices added in 2005*
 - 9. Wireless network equipment
 - 10. Point/Tilt/Zoom (PTZ) surveillance cameras
 - 11. Blackberry – *added in 2005 (needs written approval from Division Director)*
 - 12. Cashiering workstation equipment – *added in 2005 (must have ERP approval)*
- B. Non-standard hardware requests must be included in the technology plan.
- C. The traditional hardware acquisition strategy is outright purchasing, but departments are free to propose a business case for alternative strategies, such as leasing or other methods of acquisition (example: departments that rely on grants).
- D. Contact the Customer Support Center (userid *helpdesk*) if you have equipment that could be transferred to another department in need of technology.

¹Please also review the Instructions for Preparing Technology Plans – 2007 for specific information regarding filling out the forms associated with the annual technology plan process here at Sedgwick County.

II. Servers, Data Storage and Databases

- A. DIO/IT provides many *common* servers upon which departments can run application software, store databases and common files, or offload desktop functions like printing - thus relieving the department from having to buy new servers each time they wish to acquire new applications. Increasingly, however, application software packages developed or purchased for departments require one or more *dedicated* servers (such servers can also be the best choice for remote locations where network bandwidth limitations make it impractical to use a server based in the Data Center). Departments should contact DIO/IT Networking & Telecommunications via the Customer Support Center to determine if a project within their plan warrants a new server – or if an existing server will meet the need.
- B. DIO/IT maintains a centralized data storage and management tool (called a Storage Area Network, or SAN) as an option for County departments. In most situations, departments should plan on using SAN storage for new applications because the SAN allows for data redundancy and easy expansion when additional space is needed. Again, departments should contact DIO/IT Networking & Telecommunications via the Customer Support Center to determine if a project within their plan warrants SAN storage – and if purchasing additional SAN drives is necessary. Each server connected to the SAN requires a special network card which costs about \$1,500, and new servers (and some existing servers) will have to have such a card purchased before being able to access SAN storage. Also note that 144 gigabytes of SAN storage (the smallest unit that can be purchased) costs around \$1,000 for the hardware and SAN license.
- C. All requests for *new* servers or additional storage must be in the form of a configuration from DIO/IT Networking & Telecommunications, be in the department's technology plan and be approved by TRC. Upgrades of *existing* server hardware or software, where the server is connected to the County network, must be coordinated with DIO/IT. Contact Networking & Telecommunications staff via the Customer Support Center at 660-9811.
- D. Because the County's Data Center in the Historic Courthouse provides numerous benefits (such as 24x7 staffing, controlled environment, fire suppression, dedicated support staff, mass storage, proximity to database servers, firewall protection, regular backups and physical security), it is generally in a department's best interest to locate servers there. Technology plans must include information about the permanent location of new servers. If the permanent location is not the Data Center, the plan should include an explanation.
- E. In order of preference, supported databases include Microsoft SQL Server, IBM DB2, and Oracle. Microsoft Access is supported for applications with less than five users all located at one site. When considering a new application, departments need to work with their DIO/IT project manager to identify which databases are options for each of the candidate applications (to have a DIO/IT project manager assigned, contact Roger Taylor (*rwtaylor*, 660-9874). Applications that use a supported database are strongly preferred over applications that use a non-supported database such as Fox Pro or Paradox; that is, the department will need to arrange (in conjunction with TRC and DIO/IT) for database administration with the vendor or other provider if an application using a non-supported database is selected. On the other hand, the database should not be a deciding factor when all applications being considered use a supported database - unless all other considerations are equal.

III. Printing, Copying, & Faxing

- A. Requests for single-function printers, copiers, and fax machines must be included in the plan. Where placement of multi-function devices (see section I above) is impractical, departments are encouraged to deploy networked printers instead of PC-attached printers (which account for more than 60% of the County's hardware support calls). Please see the Technology Standards

page on e-line for more information about deploying multi-function and networked devices. When acquiring printers, departments should remember that DIO/IT has a wide variety of printing services and is able to handle large volume printing and provide quick turn-around times.

- B. Plans to acquire CD or DVD mass copying devices need to be part of the department's technology plan.

IV. Hardware Maintenance and On-Going Support

Technology project plans must indicate how equipment will be installed and maintained. In some cases, departments may have to pay for parts. The most common options are:

- A. Service Provided by the County. DIO/IT Customer Support performs hardware maintenance for most desktop equipment in the County and arranges for maintenance and repair work for all other standard user equipment (PC's, monitors, printers and scanners). If the device is under warranty, there is no cost to the department. If the device is not under warranty, the department is expected to pay for parts or to purchase replacement equipment; the department is also expected to pay for labor if DIO/IT technical staff are not qualified to repair the device and the work ends up being outsourced. Departments wanting more information about DIO/IT's approach to hardware maintenance or needing assistance in addressing hardware maintenance in the technology plan should contact DIO/IT's Customer Support Center (*helpdesk*, 660-9811). More information is also available on e-line.
- B. Service Provided by User Department. When a department purchases specialized software or systems (remittance processor, digital fingerprinting, etc.), a maintenance agreement should be purchased or other provision made for maintenance of the system. When in doubt, contact the Customer Support Center.

V. Software

Standard Desktop Software

Sedgwick County has the following list (A thru S) of standard software products. These items need not be included in technology plans as long as they meet any and all stated specifications (this will be verified prior to the Purchasing Department issuing a Purchase Order) and they can be funded without requesting additional funding in the budget process. A link to the itemized list of standard software can be found on the TRC e-line page (click on "Tech Standards"). Software not on the standard list must receive TRC approval prior to acquisition.

The itemized list of software supported by the Customer Support Center is a different list and is included in this packet and on the TRC e-line page. In other words, not all "standard" software is "supported" software. Unsupported software found on the standards list may be purchased without TRC approval, but support – if needed – must be arranged for by the department. Note: Some software on the Technology Standards page requires non-TRC approval (like Quark Xpress, which requires approval by the Communications Office) prior to purchase.

- These items must be included in the technology plan only if you are planning to request supplemental funding during the budget process.

- **Operating Systems: Windows 2000 is still supported, but all departments are encouraged to buy Windows XP for all new PC's.** Review the Software Support Schedule on the TRC e-line page for other dates upon which support for certain software ends.
- A. Microsoft Desktop
 1. The County standard desktop software is Microsoft Office 2003 (Word, Excel, Access, PowerPoint, and Outlook).
 2. The standard web browser is Microsoft Internet Explorer (elene cannot easily be accessed by Netscape Navigator or other web browsers).
 3. The Commission meeting room is equipped with PowerPoint 2000 Professional.
 4. Microsoft Project is the standard project management software.
 5. Visio is the standard software for complex flow-charting, although many users find the flow-charting of Word, Excel, or PowerPoint sufficient for their needs.
 6. FrontPage 2003 is the standard web page development tool; purchases must have prior approval by the Website Planning Team (contact Jeff Piper (*gj Piper*, 660-9809) to have a request taken to the Website Planning Team)
 7. All other Microsoft products (SQL Server, Biztalk, etc.) require a Project Sheet.
 - B. Operating Systems: Purchases of new Operating Systems shall be Windows XP (Windows 2000 can be installed under an XP license if needed). DIO/IT Customer Support should be contacted to verify operating system correctness.
 - C. Antivirus software is required on all PC's: While McAfee is a supported standard, DIO/IT offers free licensing and automatic updating only for Norton's Antivirus product. Inoculan is acceptable only for the District Court.
 - D. Database query tools: In addition to Pivot Tables (found in MS Excel) and Crystal Reports (listed below), Microsoft's SQL Server Reporting Services is supported as a database query toolset – even if the database is not SQL Server. Contact DIO/IT's Business Solutions Group via the Customer Support Center (*helpdesk*, 660-9811) for more information.
 - E. Geographic Information Systems: ARC View, Arc Info, and ARC IMS. Generally, DIO/IT's Geographic Information Services (GIS) office maintains all data (called "layers") used to create maps. Departments can also assume responsibility for layer maintenance, a task requiring specialized tools and training, provided they get approval from TRC and GIS. For more information on this, or regarding any other aspect of GIS consulting assistance, contact GIS via the Customer Support Center at 660-9811.
 - F. Network Software
 1. Windows 2000 and Windows 2003 are the only operating systems approved for use on the County network (a handful of Linux servers are on the network, but all Linux machines must be separately approved by DIO/IT). DIO/IT Networking & Telecommunications will determine which operating system is best for each server. On their summary sheet, departments should include the number of new network users anticipated during the coming year so that sufficient Client Access Licenses (CALs) can be purchased.
 2. DIO-IT offers Terminal Server for departments concerned with total cost of ownership, bandwidth, limiting staff access to the Internet, controlling what can be installed on the device and standardized desktops. Departments wishing to extend the life of their existing hardware or have DIO/IT host applications on central servers should contact the Customer Support Center (660-9811) for more information.
 3. SMS, the County's workstation management software allows the Customer Support Center to maintain the health of each PC on the network, as well as apply patches and upgrades, provide better client service and improve management of the County's technology asset inventory. Each new PC purchased must include the purchase of the SMS software client (PC configurations prepared by the Customer Support Center will already include SMS), which will add about \$30 to the cost of each PC.

G. Document Imaging

1. Document Imaging is a proven solution that allows departments to leverage technology to scan, annotate and retrieve paper documents. Documents of virtually any length and form can be imaged and indexed for future retrieval.
2. The Sedgwick County standard is OnBase Document Imaging. Departments wishing to expand existing OnBase applications should contact Lacy Litton via the Customer Support Center at 660-9811. Departments wishing to implement new document imaging applications should review section VI. G below.

H. Customer Support Center (Helpdesk) Call Tracking Software

1. Sedgwick County currently uses software called HEAT to enter, track and report helpdesk-type calls. Several departments in addition to DIO/IT have the software installed on one or more of their PC's, allowing them to more closely monitor calls for their area. HEAT is the recognized problem-tracking software for the County.
2. It is not necessary to fill out a Project Sheet to purchase HEAT licenses. However, since each purchase of a HEAT license also requires a database access license, departments should contact Customer Support (660-9811) prior to purchasing HEAT.

I. SAP client software (enterprise financial & human resources system)

1. The ERP Department (Enterprise Resource Planning) determines which users will get the full SAP software client based on input from the Division of Finance, Division of Human Resources, and the user's department. For more information on SAP, contact the ERP Department via the Customer Support Center at 660-9811.
2. An SAP Employee Self Service license has been purchased for each County employee who does not already have a full SAP license. No installation is required, as ESS is completely browser-based.

J. Adobe Acrobat Professional

K. Both SPSS and SAS statistical software are standard.

L. Crystal Reports

M. Quark Xpress (requires approval of Communications Office)

N. EPad signature binding (hardware required)

1. Valyd eSign 2.6 captures signatures to Microsoft Word, Excel, Outlook, and Adobe PDF (requires full version of Adobe Acrobat to create documents, not just Acrobat Reader)
2. Sign-It E-Signature 4.03 captures signatures to Microsoft Word files

O. Digital graphic imaging

1. Picture-It for editing still images
2. Avvid for advanced video editing (requires approval of Communications Office)
3. Ulead for basic video editing

P. Voice Recognition software: NaturallySpeaking

Q. WinZip file compression software

R. Screen Capture software: SnagIt – *added in 2005*

S. Screen Reader software (for visually impaired): Jaws – *added in 2005*

VI. Application Software

Application software differs from desktop software in that it supports a function unique to one department or, at most, a small set of departments. The Tidemark Permitting system in Code Enforcement and the CAMA Appraisal software for the Appraiser and Land departments are examples of applications. *Enterprise applications* are used by all departments needing a particular functionality. Examples are SAP for Financials and Human Resources, HEAT for problem tracking and Exchange/Outlook for e-mail.

Departments have two options when it comes to acquiring application software. It can be built by DIO/IT programming staff or it can be acquired (typically from a third-party vendor). **All new application software, whether built or bought, web-based or server-based, requires TRC approval.**

- A. More than 60 vendor-supplied software packages are installed and operational in County departments. The organization has learned many good lessons about acquiring application software and these findings and recommendations are posted on e-line under Tech Help>>Technology Services (*Software Acquisition*). If you do not have access to e-line, please contact the DIO/IT Customer Support Center at 660-9811 for a printed version.
- B. Departments desiring *new* application software should request project management assistance from DIO/IT via the Customer Support Center at 660-9811. A project manager will be assigned to work with the department to determine if the software is best built or bought, and assist in preparing a proposal for TRC consideration. Upon approval, project management will either continue with the assigned DIO/IT staff (regardless of the decision to buy or build), or be hired externally for very large projects (like ERP), seeing the software acquisition process through from start to finish.
- C. Many departments have asked about mainframe applications. At this time, DIO/IT is not adding any more mainframe applications (however, they are maintaining and - when absolutely necessary - enhancing existing systems). Departments requesting new applications should take into account that the mainframe is not in the County's long-term plans and that DIO/IT is not budgeting for any mainframe support after 2007.
- D. A training plan is required for all implementations of new application software. Departments and DIO/IT project managers should contact Kelly Looney at 660-9841 for assistance in developing a training strategy.
- E. Most application software comes with optional annual maintenance. In almost every case, departments should plan on getting this maintenance and should work with DIO/IT to ensure the ongoing availability of funding (DIO/IT intends to reallocate funding now used for mainframe support to new maintenance contracts). Typically, this annual maintenance cost is 15%-20% of the original purchase price and goes up around 10% each year; it provides for regular software upgrades, helpdesk support from the vendor, fixes and routine maintenance. DIO/IT project managers will work with departments and the selected vendors to establish the parameters of such maintenance.
- F. In some cases, DIO/IT staff will inform departments that the software they are currently using is becoming obsolete due to changes in programming languages or loss of vendor support. Replacement of such software must be included in the technology plan and will receive expedited consideration by the TRC.
- G. The Sedgwick County document management standard is OnBase Document Imaging. Due to the unique nature of each application installed, departments need to fill out a Project Sheet for each new application or significant expansion of an existing application anticipated in the coming years. Departments wishing to deploy new imaging applications should contact the Customer Support Center for further consultation. Simply purchasing a few additional licenses requires coordination with DIO/IT but not TRC approval.
- H. Information regarding databases can be found above in section II.
- I. In the past, departments delayed upgrades to their application software because of the significant time and personnel resources involved. But this has changed. DIO/IT uses SMS to deploy upgrades of a number of applications in a fraction of the time previously required. Contact the Customer Support Center at 660-9811 for more information.
- J. Surveys: Sophisticated web-based survey software is available for County divisions; contact Roger Taylor (*rwtaylor*) for information regarding use and availability. Simple (and free) survey software is available for internal use; contact the Customer Support Center (*helpdesk*) for more information on how to develop and deploy Sharepoint surveys on e-line.

VII. Networking & Telecommunications

1. Networking

Departments planning to connect personal computers to a network should contact the Customer Support Center (*helpdesk*, 660-9811) to request network consulting assistance to ensure that the proper cabling, network cards, appropriate bandwidth and other peripherals are included in the plan, and that sufficient time is scheduled accordingly. **It is a violation of County security protocols and federal HIPAA requirements to connect a PC to the County network without approval.**

- A. Routers and Switches. All network configurations must be either developed or approved by DIO/IT Networking & Telecommunications. Network administration is often shared between departmental staff and DIO/IT, with userid and permissions administration performed by the former and troubleshooting and maintenance provided by latter. All new networks attached to the County network will be in the County's main domain ("Sedgwick"), and all Sedgwick Domain administration is performed by DIO/IT.
- B. Firewalls, Virtual Private Network (VPN) equipment, and other security devices. From time to time, securing a departmental network, an on-site server, a database, or network traffic will require additional equipment. In most cases, DIO/IT or an external provider will recommend such changes. All equipment of this nature must be included in the department's technology plan and acquisition and deployment coordinated with DIO/IT. Unless otherwise approved by TRC, all such devices are controlled by DIO/IT Enterprise Network Security. For more information, contact Systems & Security staff via the Customer Support Center at 660-9811.
- C. Modems. Modems have the potential to breach the security of the County's main network. Therefore, all purchases and installations of modems on computers connected to a network must be approved by the County's Enterprise Network Security staff in accordance with the Sedgwick County Electronic Security Requirements document. For PC's not connected to the network, modems can still present a danger; at the very least, DIO/IT should be contacted to work through antivirus and internal firewall considerations. Unauthorized (old or new) modems will be disconnected by Enterprise Network Security staff.
- D. External Connections. All new connections to networks external to Sedgwick County (including connections to the Internet via cable modem, DSL, etc.) must be approved by TRC and coordinated with DIO/IT. Departments needing connections to state, federal, or any other outside entity should request assistance from the Customer Support Center at 660-9811.
- E. ISDN, ADSL, T1, T3 and other types of data lines. In the past, Sedgwick County used ISDN lines extensively, but most ISDN lines have been replaced by ADSL or other faster or cheaper technologies. If departments have concerns about their transmission speeds from remote locations or desire additional functionality or bandwidth, contact the Customer Support Center at 660-9811.
- F. KANWIN. The state's main network is called KANWIN and many County departments have a need to access it. Instead of each department installing their own KANWIN connection (at significant cost to the department), departments are encouraged to use DIO/IT's broadband connection to KANWIN. In most cases, the bandwidth is better than what can be expected through a single-department connection, there is no cost to your department and the link is both fire-walled and monitored 24x7.
- G. Wireless. The County has both point-to-point and mobile user wireless networks. Neither requires TRC approval, but both do require DIO/IT Networking & Telecommunications approval. Departments wishing to make part or all of their building wireless-capable for mobile users should contact Networking & Telecommunications via the Customer Support Center at

660-9811 (as should departments wishing to eliminate data line charges or establish redundant connectivity for a remote site by installing a point to point network connection).

- H. Cabling. DIO/IT provides cable installation for most small and medium size projects and consultation for any size project.

2. Telecommunications

The days of merely equipping an employee with a desktop phone operating through a land line and expecting high productivity are over. In some cases, employees can achieve higher levels of productivity if equipped with wireless phones, paging devices, voice mail, or other telecommunications devices.

Furthermore, Voice over IP (VoIP) has become the new standard for phones in the organization. Like PC's and printers, VoIP phones are attached to the network instead of to a separate phone line. This eliminates the cost of phone company lines and takes advantage of unused capacity on the network. With more than 2,300 phones deployed and \$600,000 in savings so far, VoIP is fulfilling its promise as the County's new approach to voice technologies. Subsequently, traditional phone switches are not considered standard and must be brought to TRC for review.

- A. Purchase of phone systems, voicemail software, and automated voice response (AVR) systems, if different from the county standards outlined above, must be included in the plan.
- B. Wireless phone purchases need not be included in the departmental technology plan. However, all wireless phone service requests and adjustment of features (voice mail, detailed billing, etc.) must be placed through Purchasing. Purchasing has contracts for wireless phone service and equipment from several vendors. Wireless digital phones also serve as secure paging and two-way communication devices. Except for wireless VoIP (which only works in wireless-equipped County buildings), wireless communications is governed by the County's Cell Phone policy. Contact Carol Bevelhymmer, Purchasing Agent, (*cbevelhy*, 383-7532) for more information.
- C. Voicemail and Automated Voice Response Systems using current County equipment and software need not be included in the plan. Departments or individual employees not yet connected to the County's voicemail system can generally get service for very little, if any, cost. Contact the Customer Support Center (*helpdesk*, 660-9811) to request service. If you happen to be using a phone system that will not interface with the County's voicemail system, a plan can be developed to remedy the situation.
- D. Viewmail is PC software that alerts the user when voicemail is received and helps the user manage voicemail messages. The County has licenses available for both Plexar and the VoIP phones.
- E. The current voicemail system can provide functions such as phone surveys (verbal responses only) and automated voice response without additional cost. DIO/IT Networking & Telecommunications can explain options and assist with developing automated voice response lines.
- F. The VoIP system now supports both Call Center and Paging software. Contact Networking & Telecommunications via the Customer Support Center (660-9811) for more information.
- G. The moving, adding, or deleting of Plexar phone lines need not be included in the plan. Contact Customer Support at 660-9811 three weeks in advance to schedule moves, adds or deletes of phone lines. Do not contact phone companies directly! The County has contracts with certain phone and cabling service providers. DIO/IT Networking & Telecommunications manage these contracts. However, any new phone line requirement should be reviewed in light of the VoIP standard.

3. Video

In 2004, the County added digital video to its technology toolkit. Offerings include live broadcast of BoCC meetings over the Internet and e-line, replay of BoCC meetings on demand over the Internet, assistance with the creation of training videos and the recording of informational videos (commissioner interviews, homeland defense, public health, etc).

The County Communications Office plays the same role with digital video as TRC plays with technology. Departments wanting to embark on any project involving digital video should contact Communications to ensure that digital video projects can be aligned with available resources, that they meet County standards for quality and that they are consistent with County values and objectives. Representatives from Communications and DIO/IT meet regularly as part of the Video Planning Team to coordinate ongoing work and to discuss new projects, directions and techniques.

Individual projects need not go through TRC unless the Video Planning Team feels there is something so unusual that it warrants broader discussion. For this reason, all projects should be reviewed with Communications as early in the process as possible.

During 2004, the County added training videos to the list of supported technology services. Departments often find it helpful to record internal training sessions for future and repeated use, and they should contact the Communications Office to learn more about the many aspects of video training, including planning, setup, recording, material publishing and disseminating the finished product via e-mail and on e-line and the Internet.

VIII. Training

The human element of adapting to technology is of paramount importance. Success or failure in the roll out of new technology depends on users accepting and understanding how to use the technology and how to benefit from it. To this end, the County operates a central technology training facility, the Technology Learning Center (TLC), administered by Kelly Looney who can be reached at 660-9841.

- A. Classes for SAP, Outlook, MS Word, MS Excel and other desktop software products are available throughout the year. Individual training programs are also available. Consult TLC's site on e-line for complete information about class offerings, and include this option wherever possible in your employee training plans.
- B. Application training is also available (for department-specific software). Contact the TLC at least two months before training is required so the room can be scheduled and class plans developed.
- C. Recording training videos is now possible. Departments should contact the Communications Office for more information regarding having one or more of their training sessions recorded on video for dissemination over e-line or on DVD's. See the previous section for more information.
- D. The Sedgwick County Technology Training Plan is included in this packet to facilitate development of training needs for each department and to help TLC develop its plan for the coming year. It allows departments to specify the number of trainings anticipated for both existing classes and for ones the departments would like to see offered. It must be submitted with the technology plan.

IX. Use of Outside Consultants and Vendors

- A. Use of vendors and outside consultants to develop technology systems or plans must be reviewed and approved by the TRC prior to beginning the process. The purpose of this review is to assist departments by sharing experiences of other departments, as well as to help departments understand the full picture of our in-house capabilities before looking to outside vendors.
- B. Departments should utilize DIO/IT's project management services to develop requirements for external consultant services.

X. Project Management Services

DIO/IT's Project Management team provides support for large or complicated technology projects and coordinates work by DIO/IT staff. For more information or to ask for assistance, contact the Customer Support Center at 660-9811 or send an email to *helpdesk*.

Sedgwick County Information Technology Guiding Principles

The Sedgwick County Information Technology Guiding Principles is a vision for how we use and manage information technology to make governance better and improve our community. Our goal is to continually enhance the relationship of individuals and businesses with Sedgwick County Government by empowering individuals to obtain convenient service (like ATM's changed your relationship with your bank). Our preferred future is one where:

Services

Sedgwick County will anticipate and proactively meet the information needs of residents, visitors, employees, businesses, and our business partners.

We will continually challenge current assumptions so that future generations of government workers & citizens will inherit streamlined processes that are increasingly intuitive. The goal is seamless service.

Convenience and the continual reduction of transaction costs will enhance the local/regional business climate.

Our world-class website will help make Sedgwick County the most efficient and cost-effective local government with which to conduct business or acquire information.

Citizen Access

Citizens will be offered the best government services possible. Sedgwick County services will meet people on their terms, 24 hours a day, 7 days a week...at their fingertips from their homes and businesses, as well as in public places using interactive telephone systems and public access computers.

Sedgwick County's website, www.sedgwickcounty.org, will represent a single face to the public, removing the complexity of internal departmental organization and dramatically improving service.

Citizens will expect Sedgwick County to make available on the website all transactions for which the transaction cost would be reduced or the benefits exceed the expense.

Citizens will receive convenient, on-line access to public information for personal or not-for-profit use. Subscriber (fee-based) access is provided to the County's information assets for corporate and other for-profit uses. Taxpayers financed the creation and maintenance of these databases for governance purposes and should be fairly compensated for other private uses.

Enabling Employees

Employees will have core business applications and technology available when, where, and how they need them via intranets, extranets or the Internet. Business information will be readily available to facilitate employees to work productively, intelligently, and where most effective.

Employees will receive, within the County's established business practices, universal access to communication and research tools, including e-mail, voicemail, intranet, and Internet. Employees will have access to quality support and training.

Employees will share knowledge in ways that increase productivity, reduce records retrieval time, and create synergies that enhance knowledge and add value to services. Sedgwick County will recognize intellectual capital as its greatest asset.

Information Infrastructure

Planning and design of all Information Technology projects will emphasize privacy, security, training, business continuity, and disaster prevention and recovery as core values.

Electronic document management will replace manual processes and the use of paper forms and records. Sedgwick County Government will publish information online and will produce printed documents only when needed.

Information databases will be treated as County assets—they will be managed and administered in ways that emphasize user independence and enhance the quality of information provided to decision-makers. Minimal data entry will enhance the productivity of County staff and reduce potential for error.

It will be standard practice to integrate Geographic Information Systems (GIS) with all databases to enhance enterprise information resources and improve services provided by departments.

Management information systems will facilitate the use of performance measurements to help decision-makers manage better.

County buildings will be networked to proliferate integrated voice, data, and video transmissions.

Implementation

This vision will be accomplished through the coordinated efforts of County departments using these Guiding Principles to develop their annual Technology Plans. The Technology Review Committee will use these Guiding Principles to assist in its review of departmental technology plans and its recommendations to the County Manager and Board of County Commissioners.

Software Support Schedule (Revised 11/06)

Software versions listed are currently supported or planned for support in the near future. Dates for withdrawal or beginning of support are listed in the comments column. **Versions prior to those listed are not supported.** As updated versions are available and staff is prepared to support them, those versions will be added.

Currently Supported Products	Comment
Word Processors:	
Microsoft Word 2000	
Microsoft Word 2002 (XP)	
Microsoft Word 2003	
Microsoft Word 2007	Estimated support date 7/1/2007
Spreadsheets:	
Microsoft Excel 2000	
Microsoft Excel 2002 (XP)	
Microsoft Excel 2003	
Microsoft Excel 2007	Estimated support date 7/1/2007
Office Suites:	
Microsoft Office Suite 2000 ⁻⁻⁻¹	
Microsoft Office Suite XP	
Microsoft Office Suite 2003	
Microsoft Office Suite 2007	Estimated support date 7/1/2007
Operating Systems:	
Windows 2000	
Windows XP	
Windows Vista	Estimated support date 7 1/2007
Terminal Emulation	
IBM Personal Communications 4.x, 5.x	
Anti-Virus:	
Norton Anti-Virus Corporate Edition ⁻⁻⁻²	
ERP:	
SAP Client 6.4x*	For information on other SAP software supported in the county, please contact the ERP department.

Notes:

⁻⁻⁻¹ Sedgwick County's Customer Support Center provides support for the following applications included in the Microsoft Office Suite: Word, Excel, PowerPoint, Access, and Outlook.

⁻⁻⁻² Sedgwick County DIO maintains managed installations of Norton Anti-Virus software, helping to assure up-to-date virus definitions on network-connected workstations. Please contact the Customer Support Center for further details.

Questions? Contact Ken Wilson, Customer Support & Training Manager, via e-mail [KWILSON](mailto:KWILSON@sedgwick.gov) or kwilson@sedgwick.gov, or telephone 660-9800.

TRAINING PLAN

DIVISION & DEPARTMENT: _____

Each department should submit one plan. Please do not summarize by Division.

CONTACT NAME: _____

CONTACT PHONE NUMBER: _____

SOFTWARE The information below will be used to develop a schedule of training classes to be provided to County employees and to help determine which classes should be outsourced to local providers. Your responses will help the Division of Information & Operations better meet your department's needs. Contact Kelly Looney, (klooney), for assistance at 660-9841. (Revised 11/06).	Projected number of staff to train in 2007
Intro To Personal Computers:	
Sedgwick County Computer Basics (Hardware & Software concepts, Internet and e-line, Outlook overview)	
Word Processing:	
Microsoft Word	
Forms (Proposed)	
Spreadsheets:	
Microsoft Excel	
Databases:	
Microsoft Access	
Crystal Reports (proposed)	
Presentations:	
Microsoft PowerPoint	
E-mail/calendaring:	
Microsoft OUTLOOK	
Enterprise Resource Planning	
SAP - Financials	
SAP - HR/Payroll	
Other Classes:	
Visio Professional (proposed)	
Microsoft Project (proposed)	
SharePoint (editing tool used by designated departmental staff to maintain e-line site) (proposed)	
Additional Training your department is considering: (Please list the class(es) below).	
Department Specific Application Installations:	
Do you plan to install department-specific application(s) in 2007?	Yes / No / Not Sure
Will training be done at a County facility?	Yes/ No / Not Sure
If conducted at the County, will a vendor provide the instructor, or will someone from your department staff conduct training, or will TLC assume training?	Vendor / Staff / TLC / Not Sure
Will the Technology Learning Center be needed?	Yes / No / Not Sure
Video Training Needs	
Are you considering the use of video format for training your employees to meet department specific skills, products and/or policies?	Yes/ No
If you answered "Yes" above, please indicate the quarter in which you would need those videos.	1 2 3 4 (Please circle one)
Please estimate how many videos you might make during 2007.	