

Information Systems

SELECTED PERFORMANCE MEASURES	
Number of PCs and laptops	736
Tickets opened year-to-date	3980
Average days to close	6.08
SUMMARY OF CURRENT ACTIVITIES	
<ul style="list-style-type: none"> ▪ Support existing applications and infrastructure - this is always our #1 priority ▪ Work on 2019 projects - <ul style="list-style-type: none"> ○ Avatar optimization project - scope of October 1 go-live was reduced, remaining changes will go-live over the next few months. ○ Union tower connectivity - tower construction is complete; network connectivity and equipment installation are underway. ○ Laserfiche implementation - On Boarding phase I is complete, moving on to phase II. Contract Management is live except for DocuSign. Accounts Payable is the next planned project. ○ SharePoint rollout - DHS CCS portal pilot was successful and is now live. Additional providers will be added over the next few months. ○ Transcendent Ascent implementation - working on permitting and data conversion analysis ▪ Submitted 2020 budget 	
ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS	
<ul style="list-style-type: none"> ▪ Additional technology requests and requirements <ul style="list-style-type: none"> ○ Planning Cisco Instant Connect proof of concept ▪ Operating budget constraints ▪ Addressing video conferencing and AV issues in courtrooms and County Board room 	
CURRENT COLLABORATIONS (INTERNAL AND EXTERNAL)	
<ul style="list-style-type: none"> ▪ Working with multiple departments on SharePoint and Laserfiche projects ▪ Working with Astrea, formerly Packerland Broadband, on Broadband Expansion grant ▪ Working with the City of Eau Claire, Eau Claire Area School District and Chippewa County on Cisco Instant Connect proof of concept project 	
GOALS FOR NEXT QUARTER	
<ul style="list-style-type: none"> ▪ Continue to make progress on 2019 projects <ul style="list-style-type: none"> ○ Go-live with additional Avatar functionality ○ Develop conversion plan for Ascent project ▪ Develop implementation plan for PSC grant ▪ Analyze status of 2019 projects and develop carryforward recommendation 	