



Cobb County Government

2005-2006

Information Services Strategic Plan



2005-2006 Information Services Strategic Plan

- ❑ This strategic plan aligns the Information Technology initiatives to the County's overall strategic direction.
- ❑ It provides a framework to change the Information Services culture from being a service provider to being a business partner.
- ❑ Information Technology systems are crucial components in the day-to-day operations of county government.
- ❑ The Information Services Department is responsible for providing all technology and business applications in support of Cobb County Government.
- ❑ Cobb County and Information Services are committed to improving our stewardship of the resources of the citizens of Cobb County.
- ❑ The I.S. strategic plan identifies the needs and prioritizes the allocation of resources for addressing the technological requirements of the County.
- ❑ Strategic planning is an on-going process resulting in a plan that will be updated annually.

- The Information Services Strategic Plan aligns I.S. and county technology initiatives to the business focus and vision of the County
- The strategies are driven by the business of the County
- Relationships with other departments and agencies should be as a “business partner” rather than a “service provider”
- The major business processes are supported
- The findings warrant a review of Community Development initiatives to consolidate into an enterprise or agency approach
- Projects should be tracked as programs and the number of projects and stand-alone applications should be reduced
- Enterprise solutions will eliminate small departmental solutions and will allow more effective program tracking
- A Program Management Office should be created to review, prioritize and forecast projects for the department and the County



2005-2006 Information Services
Strategic Plan

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Cobb County Government

County, Information Services and Process Overview





Mission

To help make Cobb County the best place to live & work through efficient, effective and responsive government that delivers quality services

Destination Success

- Managing & Planning Growth
- Building for Success
- Maintaining a Sound Infrastructure
- Fiscal Conservatism

Statement of Commitment

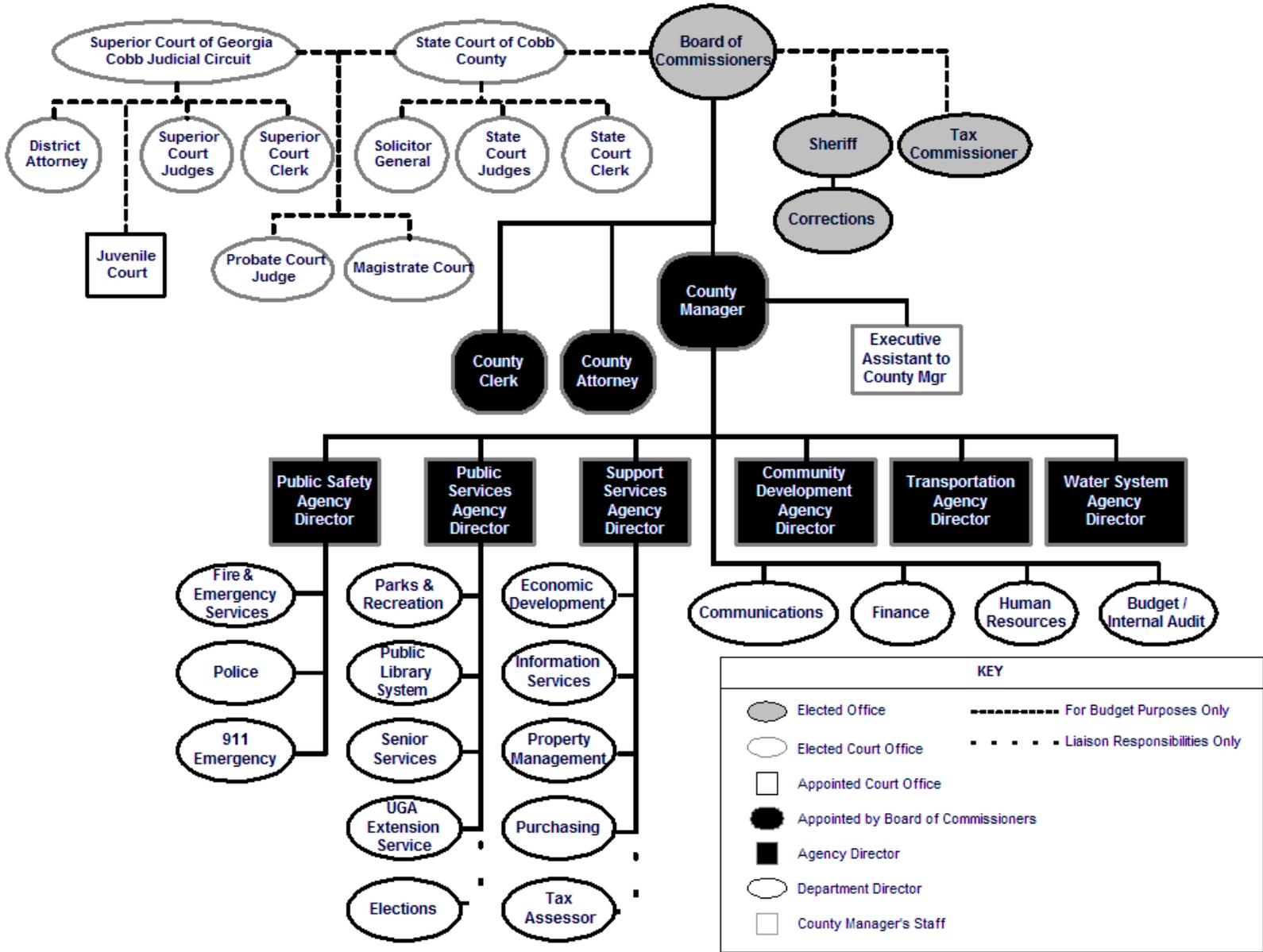
- Insisting upon Customer Satisfaction
- Ensuring High Value for Tax Dollars
- Adhering to the Highest Ethical Standards
- Appreciating Diversity
- Being Open, Accessible and Responsive
- Empowering and Supporting Employees
- Striving for Continuous Improvement
- Working Together as a Team
- Being Accountable

Business Strategies

- To provide the highest quality and best valued Public Services to its citizens making Cobb County a preferred place to live, work and play
- To address the growing needs of a changing society
- To provide the lowest possible and most fiscally responsible tax rate in the Atlanta area
- To participate in the development, growth, and leadership of the Metro Atlanta area and the State of Georgia
- To maintain the County's AAA Bond Rating
- To ensure quality growth and redevelopment in Cobb County while providing a livable community rich in culture and quality of life
- To ensure that the entire County-managed infrastructure is prepared to meet the demand for services



2005-2006 Information Services
 Strategic Plan



KEY	
	Elected Office
	Elected Court Office
	Appointed Court Office
	Appointed by Board of Commissioners
	Agency Director
	Department Director
	County Manager's Staff
	For Budget Purposes Only
	Liaison Responsibilities Only

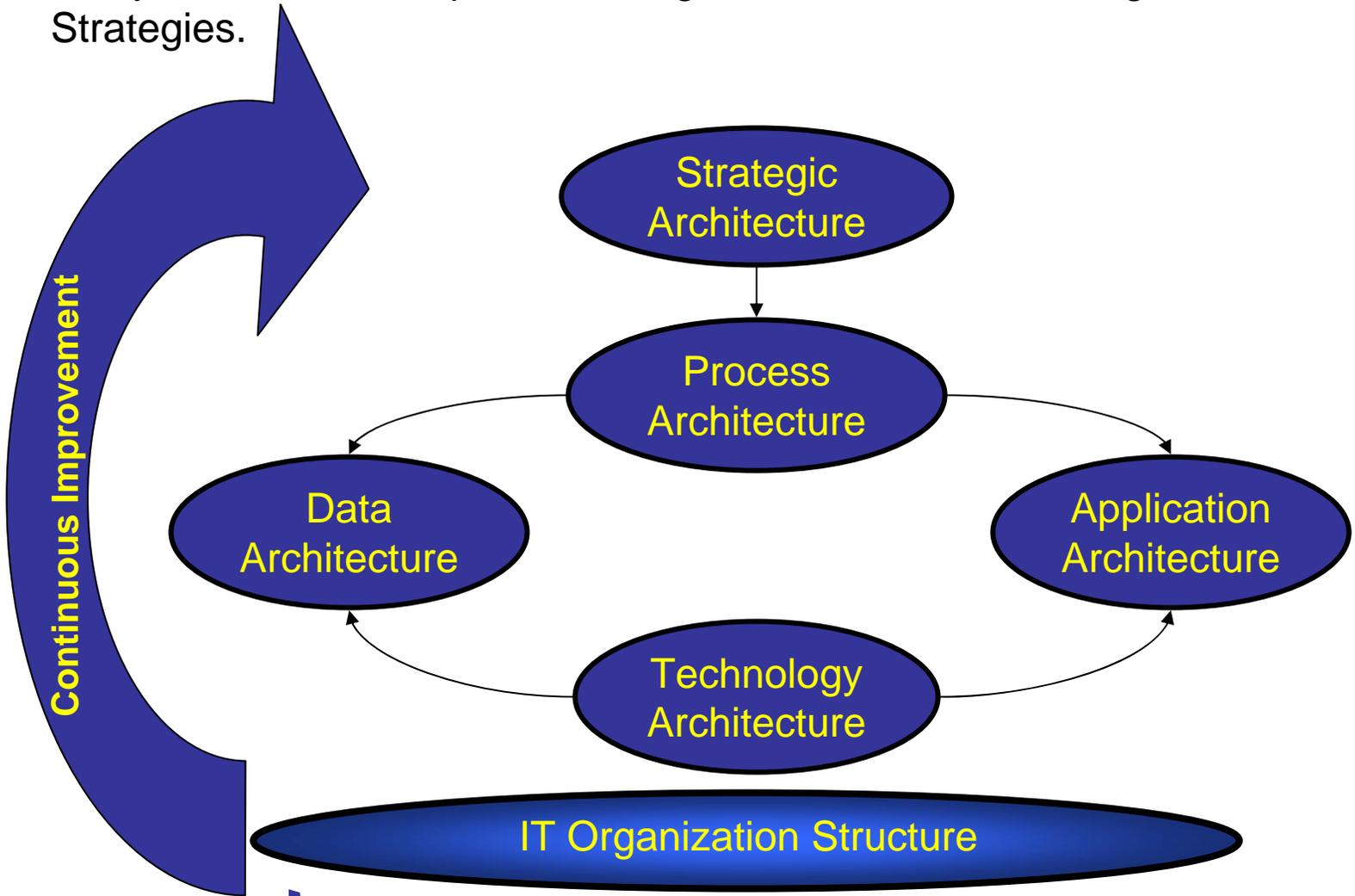


The purpose of the Cobb County Information Services IT Strategy is to align IT initiatives with Cobb County Government Business Strategies/Plans to ensure that business requirements are appropriately addressed now and in the future.

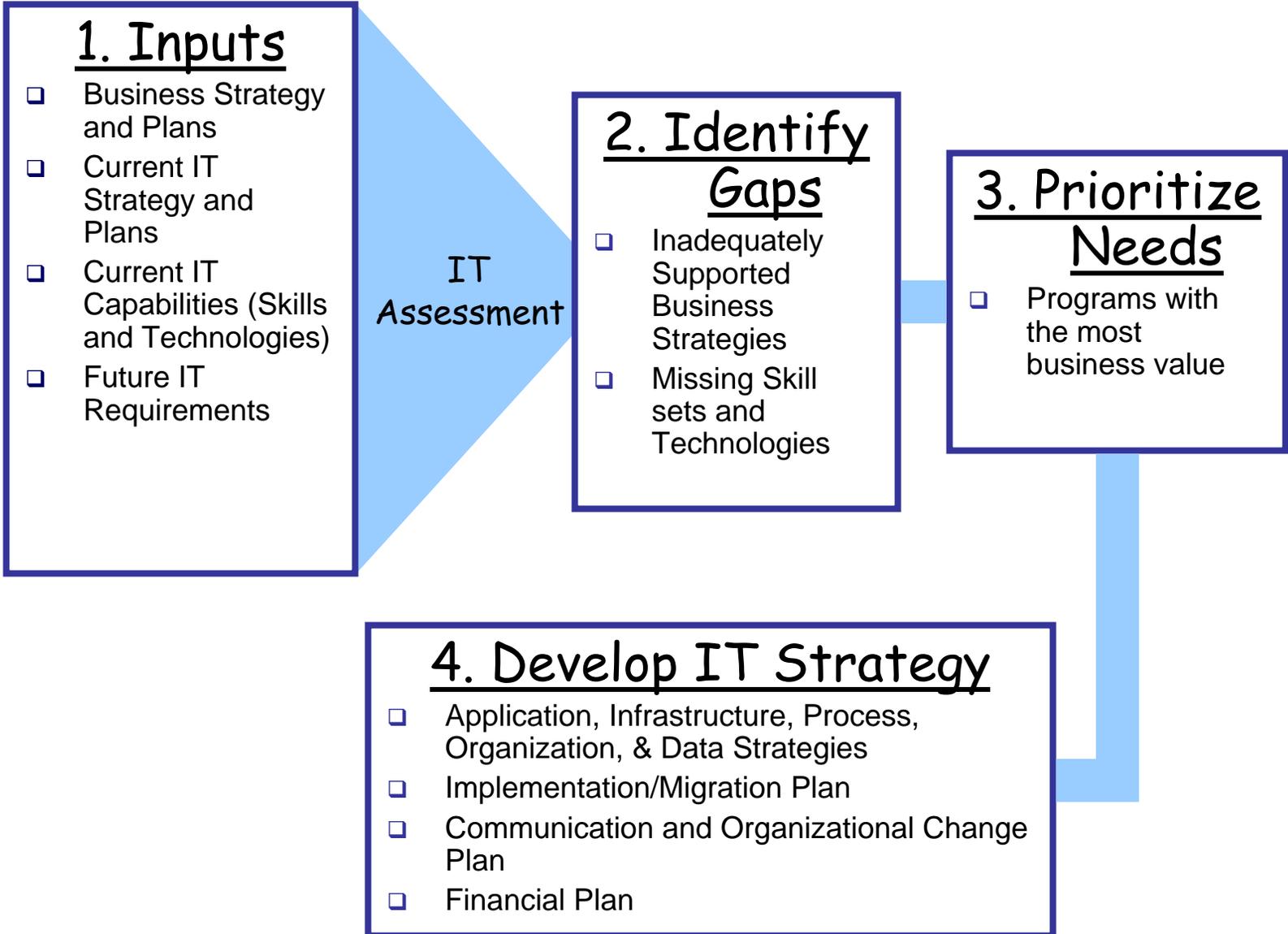




Analysis ensures complete coverage of and facilitates linkage to IT Strategies.



Metrics and Measurements



General Approach

- ❑ The Cobb County Information Services Strategic Plan was initiated as a result of the department management review conducted last year.
- ❑ Professional Services were used to guide the process and validate the findings.
- ❑ The North Highland Company was selected to provide the outside consulting services.
- ❑ Commissioners, Elected Officials, County Manager, and Agency Directors were interviewed to determine their overall strategic vision for the county or their agencies.
- ❑ General County strategic vision statements were created.
- ❑ Current Information Services strategic direction and level of services were reviewed.
- ❑ Strategic vision and plans for moving forward were developed.
- ❑ The plan was brought before County management and the Board of Commissioners for approval.

Specific to Information Services:

- ❑ Seven areas were evaluated to determine the current direction and level of service provided by Cobb County Information Services.
- ❑ Findings and Recommendations were made for each of the seven evaluated areas
- ❑ Future State requirements were gathered for the seven areas
- ❑ Areas for strategic focus were identified.
- ❑ The Information Services Strategic Vision was created.
- ❑ Specific initiatives were identified that support the County's strategic statements.
- ❑ All current projects were compared to the County's strategic statements and the Information Services strategic plan for validation and prioritization.
- ❑ Information Services "Guiding Principles" were created to outline *how* the strategic plan will be executed.



Information Services Strategic Plan

Current State Analysis





2005-2006 Information Services Strategic Plan

- ❑ The focus of Cobb County Information Services over the last few years has been on eliminating duplicate technologies and providing efficiencies by streamlining its infrastructure. This initiative has been substantially completed.
- ❑ This Strategic Plan initiative allows Cobb County Information Services to align its IT Strategy with the current strategies of Cobb County Government.



Current Business Processes Framework

The various activities performed by the Agencies & associated Departments within Cobb County Government are categorized by the following processes:

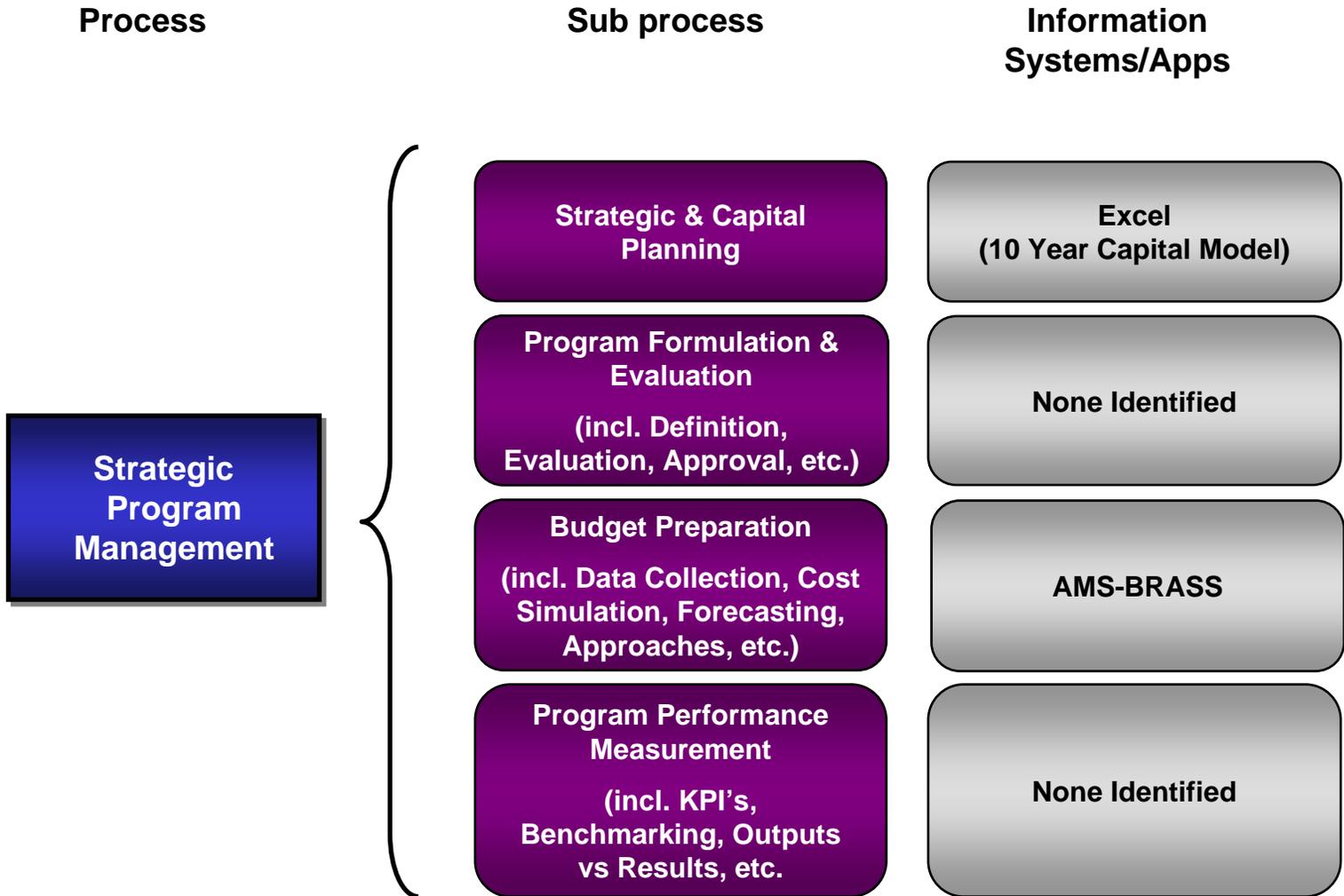


Each process can be further defined into sub-processes, each of which is supported by selected applications / systems.



Current Business Processes Framework

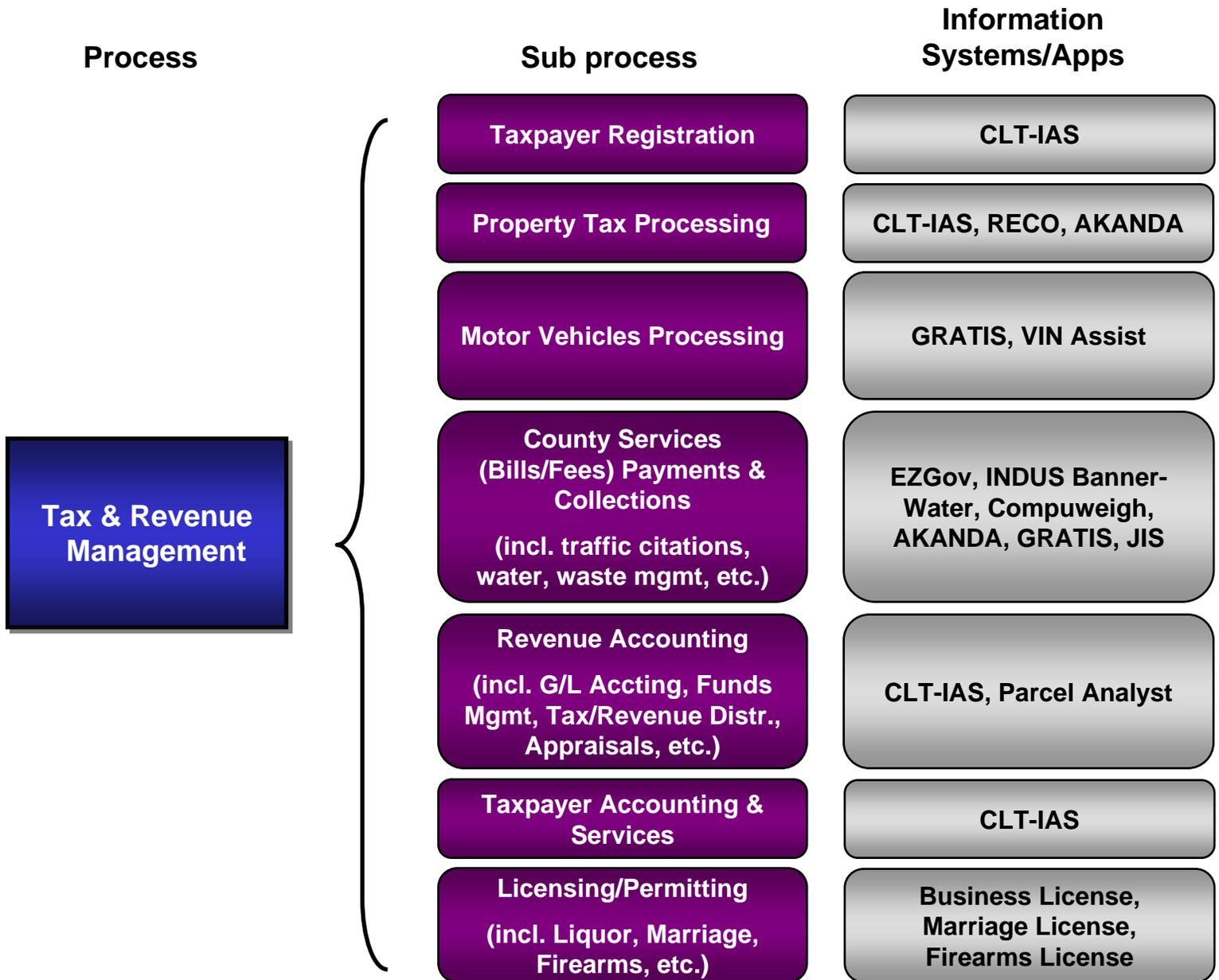
2005-2006 Information Services
Strategic Plan





Current Business Processes Framework

2005-2006 Information Services Strategic Plan



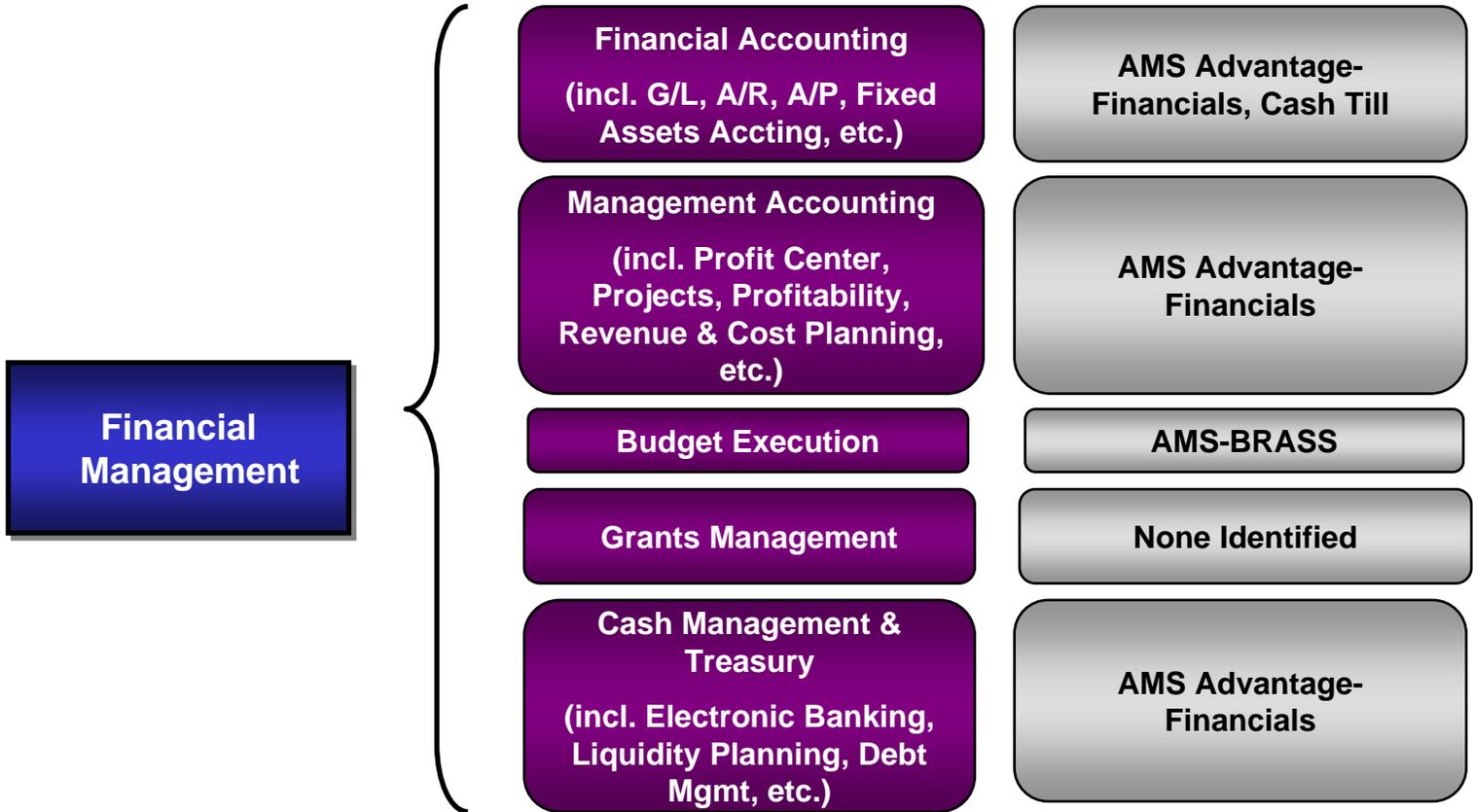


Current Business Processes Framework

Process

Sub process

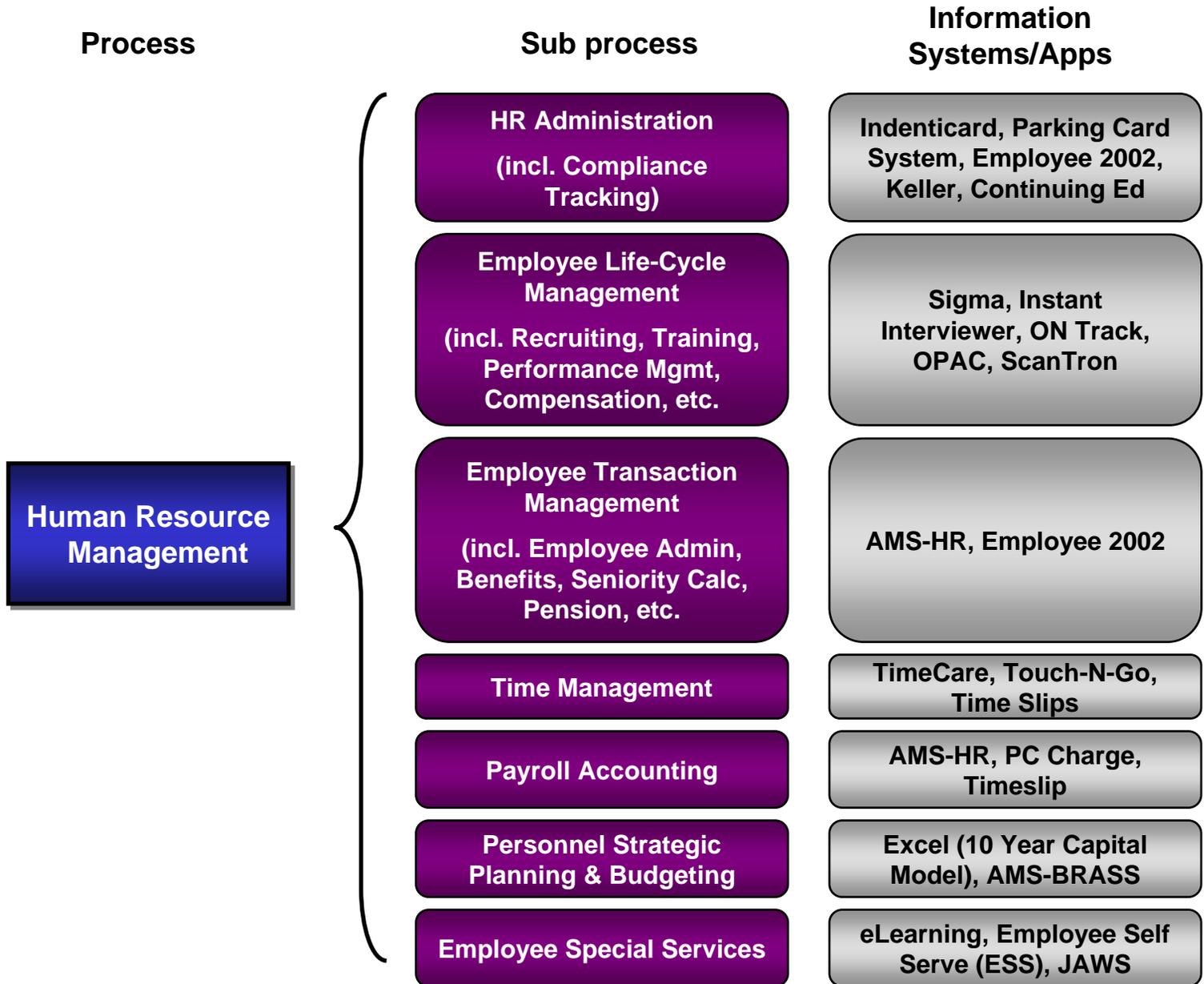
Information Systems/Apps





Current Business Processes Framework

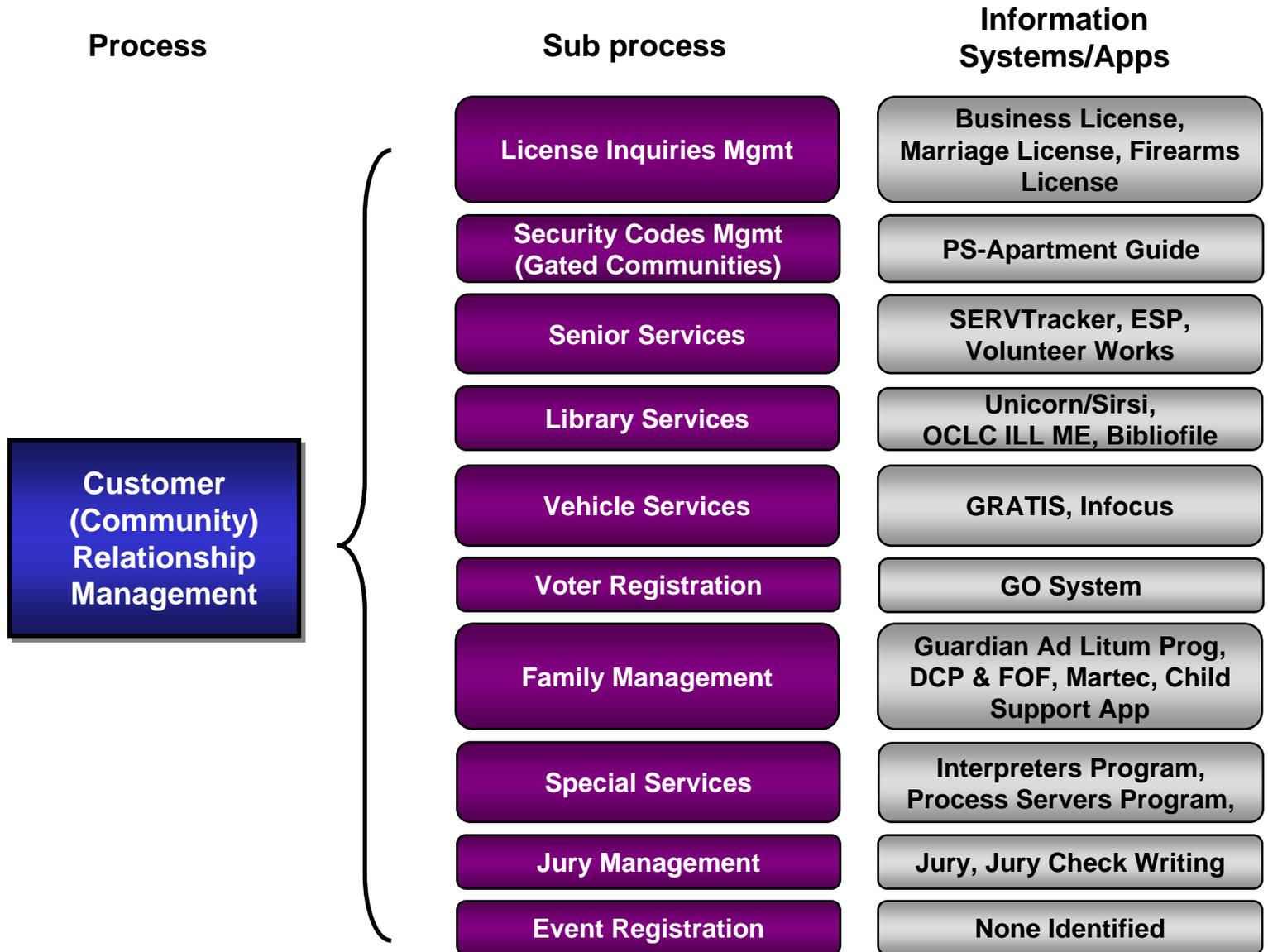
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Current Business Processes Framework

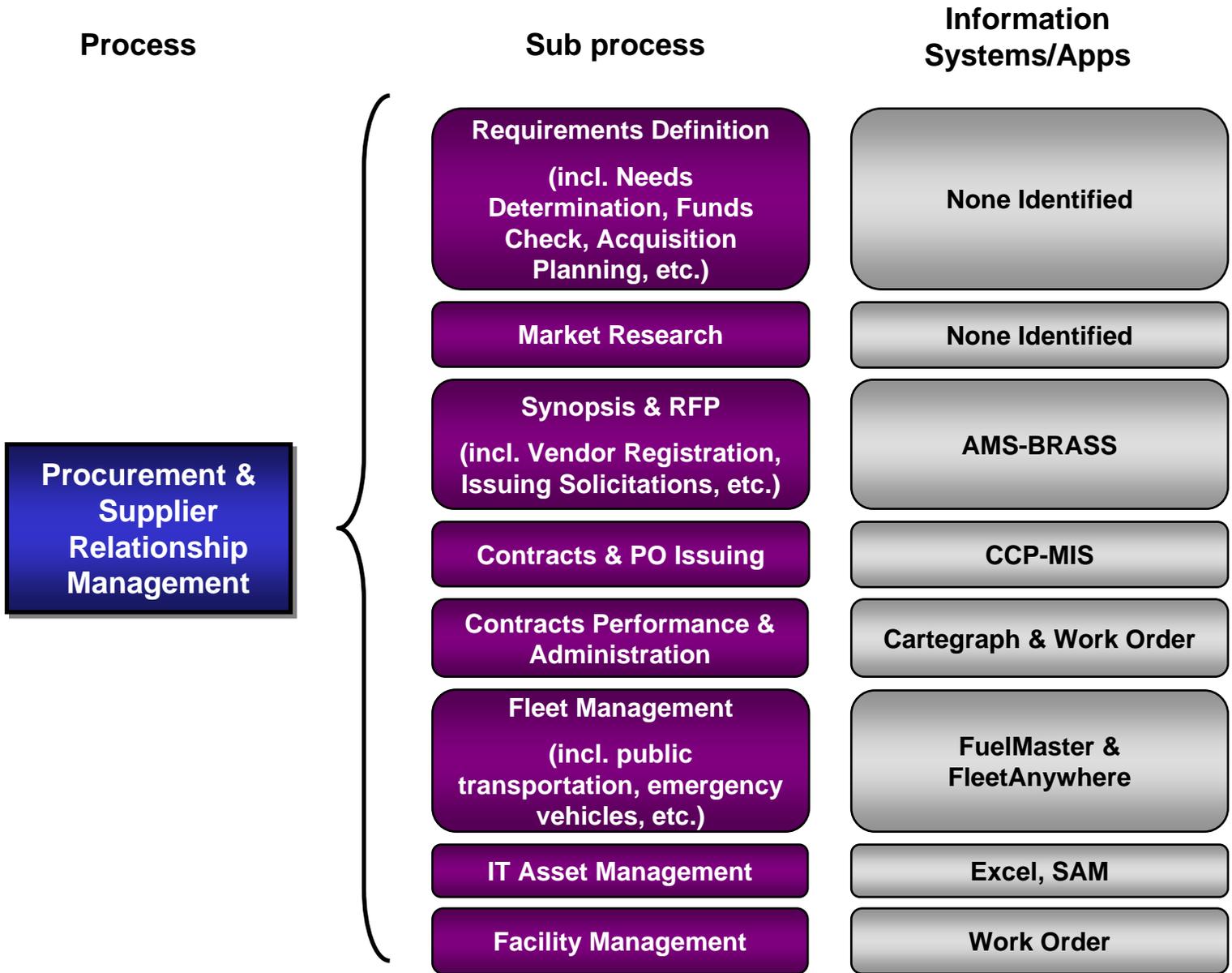
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Current Business Processes Framework

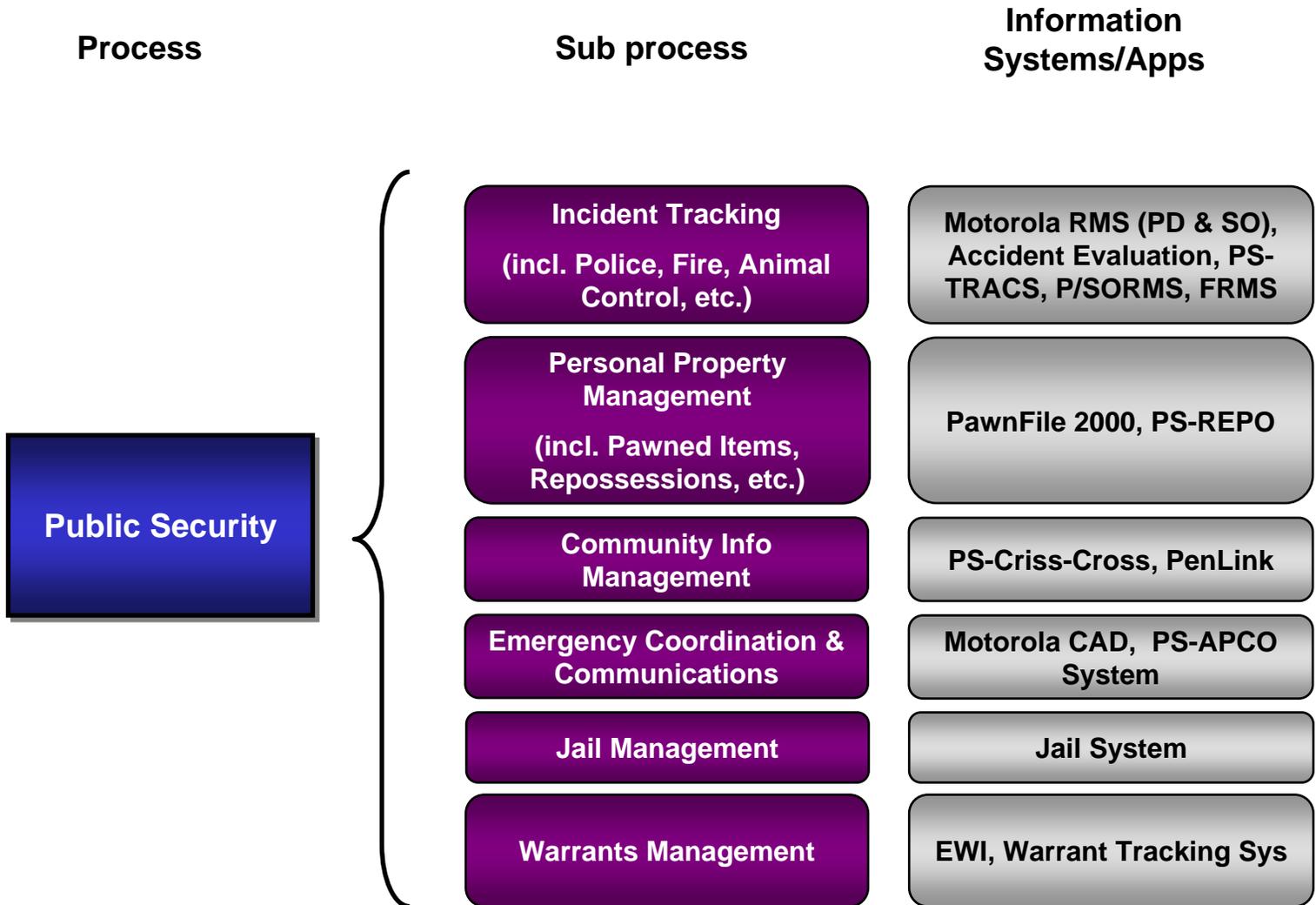
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Current Business Processes Framework

2005-2006 Information Services Strategic Plan





Current Business Processes Framework

Process

Sub process

Information Systems/Apps

Information Management

Legal Research

Historical Judicial Information

Georgia Crime Information

Narcotics Incident Mgmt

Citation Disposition Information

Mediation / Case Mgmt

County Code & BOC Minutes

Probation Information

Evidence Management

Law Library, Lexis/nexis
CD Georgia Law & TCD2000

CJIS

GCIC

ASAP 2000, CCIJS

DMVS

ADR, Pre-Trial, JIS, INFO TRAK, Circuit Defender DB

MCC

Volunteer Probation Prog

EvidenceFile 2000



Current Business Processes Framework

2005-2006 Information Services Strategic Plan

Process

Sub process

Information Systems/Apps

Real-Estate Management

- County Property Mgmt
- Public Property Permitting
- Business Licensing
- Inspections
- Code Enforcement / Violations
- Zoning / Site Plans Mgmt
- Property Image Management
- Floor Plans & Graphics
- Digital Photos
- Taxation Maps & Info

- Excel (Property Management), ARC GIS
- Building Permits - Vpits
- Business License
- COMDEV - AIRS System
- COMDEV - Code Enforcement
- COMDEV - FILENET
- Landisc
- AutoCAD, Microstation
- Lynx
- Cobb Mylar Maps, Haines CD, IAS4

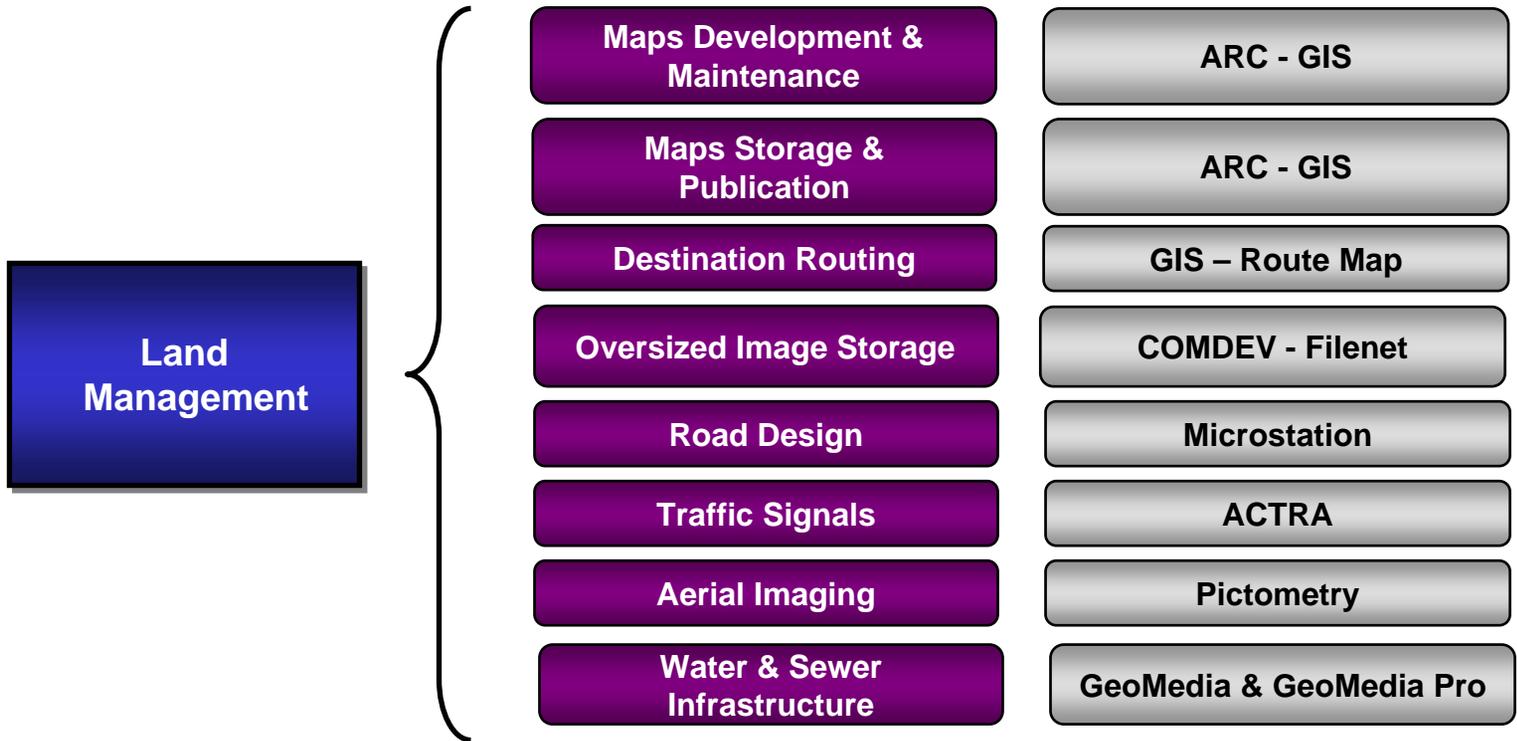


Current Business Processes Framework

Process

Sub process

Information
Systems/Apps



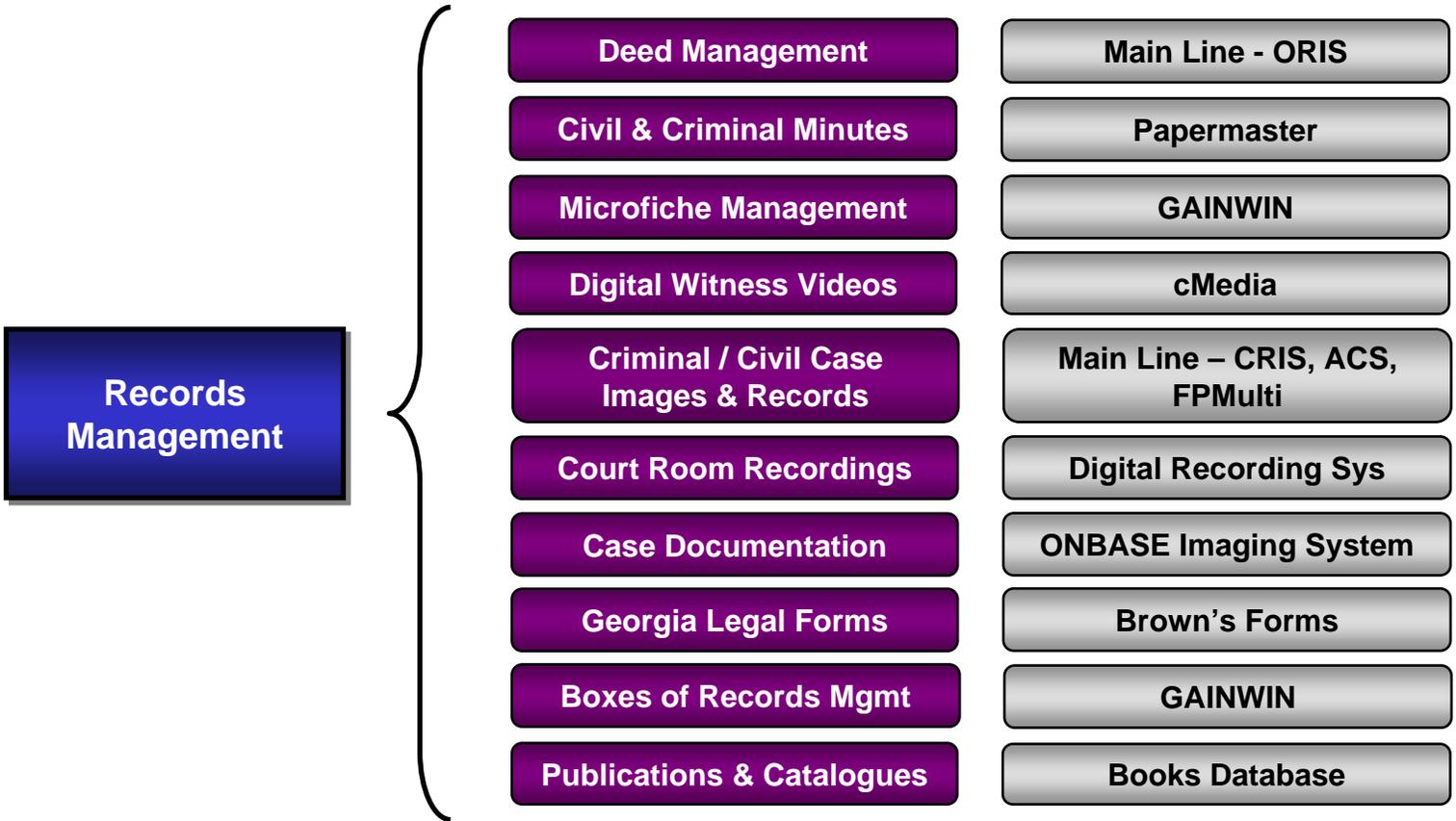


Current Business Processes Framework

Process

Sub process

Information Systems/Apps





Business Processes Summary – Key Findings

The following summarizes the degree to which each process is supported by the current information technology infrastructure.



KEY:

- Not sufficiently supported.
- Most sub-processes are supported and/or existing applications are not aligned with IS Guiding Principles.
- Fully supported and are predominantly aligned with IS Guiding Principles or upgrade activities in progress



- ❑ **30 Major Applications** – Large scale applications utilized throughout the organization whose information is critical to organizational work functions.
- ❑ **78 Business Applications** – Applications developed specifically for the use of selected Departments. These applications are “stand alone” applications that do not interface with any other systems.
- ❑ **20 Infrastructure Applications** – Applications utilized as tools and utilities to assist in the utilization or technical support of the Major and/or Business Applications.

Note: Refer to Appendix A for additional details.



Applications Support – By Department

2005-2006 Information Services Strategic Plan

Department / Agency Users	Required Applications	IS FTEs Required to Support Applications
All Departments	ARC – GIS	10.00
	ARC – IMS	
	GIS – Route Map	
	GIS – Map Library	
	Law Library	
	AMS – HR (Employee Self Service) ESS	
	Timecare	
	Microsoft Office Suite	
	eLearning, OnTrack	
Community Development	COMDEV – FILENET System	2.00
	Building Permits - VPITS	
	Business License Application – EDS	
	Code Enforcement	
	COMDEV - AIRS	
County Attorney	Time Slip	*
County Attorney, State Court Clerks, Property Management, Purchasing, Water	Touch-N-Go	*
County Clerk	County Clerk – Imaging/Laserfiche	0.50
	MCC (Municipal Code Corporation)	
County Manager – Budget	AMS – BRASS	0.50
District Attorney	CCIJS	*



Applications Support – By Department

2005-2006 Information Services Strategic Plan

Department / Agency Users	Required Applications	IS FTEs Required to Support Required Applications
DOT	Cartegraph	1.00
	Accident	
	ACTRA	
	CCP-MIS	
Elections	GO System	*
Finance	AMS Advantage – Finance	3.00
Fleet	FleetAnywhere	*
	Fuel Master	
HR	Parking Card System	3.50
	AMS – HR System	
	IdentiCard	
	Instant Interviewer	
	Keller	
	OPAC	
	Sigma	
	Scan Tron	
IS	AMS Financial Scheduler	2.00
	Dame Ware	
	Magic	
	Sharepoint Portal	
	SMS	
	Pictometry	



Applications Support – By Department

2005-2006 Information Services Strategic Plan

Department / Agency Users	Required Applications	IS FTEs Required to Support Required Applications
Judicial	CJIS	5.00
	JIS	
	INFO TRAK	
	GCIC	
	ASAP 2000	
	Digital Recording System	
	ONBASE Imaging System	
	ACS eFile	
	EWI	
	FPMulti	
	Pre-Trail	
	Firearms License System	
Property Management	Work Order	*
	Lynx	
	Microstation & AutoCAD	



Applications Support – By Department

2005-2006 Information Services Strategic Plan

Department / Agency Users	Required Applications	IS FTEs Required to Support Required Applications
Public Safety	PS - TRACs	4.00
	vPTTS	
	Penlink	
	EvidenceFile 2000	
	GAINWIN	
	Pawnfile 2000	
	PS - Police RMS	
	PS – Apartment Guide (CAD)	
	PS – APCO System	
	PS – CAD System	
	PS - DCC	
	PS - REPO	
PS – Criss Cross		
Public Services Extension	MARTEC	*
	Pegasus	
Public Services - Library	BiblioFile	1.00
	OCLC ME (CAT)	
	SAM (Smart Access Management)	
	Smartfilter/ Secure Computing	
	Workflows (Unicorn/Sirsi Corporation)	
Public Services – Senior Services	Volunteer Works	*
	SERVTracker	
	ESP	



Applications Support – By Department

2005-2006 Information Services Strategic Plan

Department / Agency Users	Required Applications	IS FTEs Required to Support Required Applications
Sheriff	Jail System	4.00
Solicitor's Office, District Attny, Public Safety	cMedia	0.25
Solid Waste	Compuweigh	*
State Court Administration and Judges, Superior Court	Jury	*
State Court Clerks	Papermaster	*
	EZGov	
	DMVS	
Superior Court Administration	ADR (Alternative Dispute Resolution) Program	1.00
	Books	
	Brown's Forms (Folio bound views 3.x)	
	Circuit Defender Database	
	DCP (Divorcing Parents Seminar)	
	FOF (Focus on Forever)	
	Guardian Ad Litum Program	
	Interpreters Program	
	Lexis/nexis CD Georgia Law (Folio bound Views 4.x)	
	Online Services	
	Process Servers Program	
	Trial Court Desktop "TCD2000" (Proprietary State of Georgia App)	
	Volunteer Probation Program	
	Warrant Tracking System (County Jail)	
	Child Support Application	
Jury Check Writing		



Applications Support – By Department

2005-2006 Information Services Strategic Plan

Department / Agency Users	Required Applications	IS FTEs Required to Support Required Applications
Superior Court Clerk	Main Line CRIS / ORIS	2.00
TAG	JAWS	1.00
	Microsoft Publisher	
	Accounting	
	Datajunction	
	Edify	
	Employee2002	
	GRATIS (Georgia Info & Title Info Sys)	
	Haines CD	
	IAS4	
	RECO	
	Keyscan	
	Legacy 2000	
	Microsoft Outlook - etags	
	Netscape	
	PC Anywhere	
	PC Charge	
State Requirement		
TAG Warrants		
Vinassit (State Supplied app)		
WatsUpGold		
Webspeak		



Applications Support – By Department

Department / Agency Users	Required Applications	IS FTEs Required to Support Applications
TAG <i>(cont. from previous page)</i>	Cash Till	
	Quicken QuickBooks Pro	
	STRS (Georgia Title Registration System)	
Tax Assessors / Tax Commissioner	Parcel Analyst	4.00
	IAS 4, Landisc	
	Link-2-Gov	
Water	GeoMedia	2.00
	Banner Utilities	
	CWA	

Total FTEs Required to Support Applications = 47

* - Supported through general Call Center efforts.



Current IT Applications Projects

The following listing provides the status of Information Services programs/projects being performed in support of selected applications:

Program/ Project	Project Type: E = Enhancement SP = Small Proj LP = Large Proj MTC = Maint.	Priority	Requestor	Status	Start Date	Estimated Completion Date
AMS - Advantage Fin Upgrade	SP	H	Finance	In Progress	APR-04	SEP-04
AMS - Advantage HR Upgrade	LP	H	HR / Payroll	In Progress	SEP-03	SEP-04
AMS - BRASS	SP	H	Budget	Completed	NOV-03	JUN-04
AMS - Employee Self Service (VSS Budget included)	SP	M	HR	In Progress	MAY-04	OCT-04
AMS - Financials - 1099	E	H	Finance	Completed	APR-04	JAN-04
AMS - Financials - Forms	E	H	Finance / Purchasing	Completed	APR-04	SEP-03
AMS - Financials - Version Control S/W	SP	L	I.S.	Not Started	DEC-04	DEC-04
AMS - HR - 401 Final Pay Plan	E	H	HR	In Progress	APR-04	SEP-04
AMS - VSS	SP	M	Purchasing	Postponed	SEP-04	NOV-04



Current IT Applications Projects

2005-2006 Information Services Strategic Plan

Program/ Project	Project Type: E = Enhancement SP = Small Proj LP = Large Proj MTC = Maint.	Priority	Requestor	Status	Start Date	Estimated Completion Date
Business License Re-Write	LP	M	Business License	Postponed	JAN-05	OCT-05
C Media CAP/CAC Phase II	SP	H	Crimes Against Persons/ Children	In Progress	AUG-04	NOV-04
C Media Solicitors/ DA Phase I	SP	H	Solicitors/DA	Completed	MAR-04	AUG-04
CALEA Traffic Reporting	SP		POLICE	In Progress	JUN-04	SEP-04
CFRMS Release 1 - Fire RMS 1	LP	H	FIRE	In Progress	NOV-03	JAN-05
CFRMS Release 2 - Fire RMS 2	SP	H	FIRE	Not Started	DEC-04	APR-05
CFRMS Release 3 - Fire RMS 3	SP	L	FIRE	Not Started	APR-05	SEP-05
Clerk Imaging Laserfiche	SP	H	County Clerk	Completed	JUL-04	JUL-04
Countywide Fleet & Fuel System	SP	H	Fleet, Fire Water, Parks & Recreation	In Progress	NOV-04	JAN-05
DMVS-Uniform Traffic Citations	SP	H	State Court, Juvenile Court	In Progress	MAR-04	SEP-04



Current IT Applications Projects

2005-2006 Information Services Strategic Plan

Program/ Project	Project Type: E = Enhancement SP = Small Proj LP = Large Proj MTC = Maint.	Priority	Requestor	Status	Start Date	Estimated Completion Date
eLearning	SP	H	HR	Completed	NOV-03	FEB-04
EOC Pre-Planning Project	SP	H	CEMA	In Progress	JUL-04	OCT-04
EOC – WEB	SP	H	CEMA	In Progress	JUL-04	OCT-04
GIS - Cobb Etrans	LP	H	E911, DOT, IS	In Progress	APR-03	DEC-04
GIS - 5 Year Plan	SP	H	IS	In Progress	JAN-04	OCT-04
GIS - Automated Vehicle Location	SP	H	Water System, Fire	In Progress	JUL-04	OCT-04
GIS – CORS (GIS/Water/DOT)	SP	H	DOT, Water, IS	In Progress	JUL-04	AUG-04
GIS - County Map	LP	H		Completed	JUL-04	JUL-04
GIS - Data Metadata Project	SP	M	IS	On Hold	JAN-04	JAN-04
GIS - Digital Base Map Update 2004	LP	H	IS, Water System, DOT, ComDev	In Progress	MAR-04	OCT-04



Current IT Applications Projects

2005-2006 Information Services Strategic Plan

Program/ Project	Project Type: E = Enhancement SP = Small Proj LP = Large Proj MTC = Maint.	Priority	Requestor	Status	Start Date	Estimated Completion Date
GIS - LandTrac Migration to ArcGIS	SP	L	911	Completed	MAY-04	JUL-04
GIS - Parcel Enterprise Geodatabase - ARCADIS	LP	H	Tax, DOT, ComDev, IS	In Progress	JAN-04	OCT-04
GIS - Pictometry	SP	M	BOC	In Progress	JAN-04	DEC-04
GIS - Water System Geodatabase	LP	H	Water System, IS	In Progress	APR-04	JAN-04
HR - 401 Final Pay Plan	E	H	HR	In Progress	APR-04	SEP-04
Judicial - IVR System - State Court	SP	H	State Court	In Progress	JUL-03	NOV-04
Judicial - JIS / Banner Upgrade 4.4.	LP	M	Courts	Not Started	JAN-05	APR-05
Judicial – Magistrate Court Electronic Filing	E	H	Magistrate Court	Completed	JAN-04	MAY-04
Judicial – Magistrate Court Electronic Filing Answers	E	H	Magistrate Court	In Progress	JUN-04	OCT-04
Judicial – Magistrate Court – Electronic Interface to JIS	E	H	Magistrate Court	Completed	DEC-03	MAR-04



Current IT Applications Projects

2005-2006 Information Services Strategic Plan

Program/ Project	Project Type: E = Enhancement SP = Small Proj LP = Large Proj MTC = Maint.	Priority	Requestor	Status	Start Date	Estimated Completion Date
Jury System Redevelopment of Front End	E	H	Superior Court Clerk/Jury Commission	In Progress	OCT-03	SEP-04
Juvenile Court – Probation/Drug Court	LP	M	Juvenile Court	Not Started	JAN-05	APR-05
Juvenile Digital Recording	SP	H	Juvenile Court	In Progress	MAR-04	NOV-04
Kronos Time & Attendance	LP	H	HR/Payroll	In Progress	OCT-03	DEC-04
Master Address File Implementation	LP	H	DOT, Water System, IS	Not Started	OCT-04	JUL-05
Mobile Data Terminals - Public Safety	SP	M	Public Safety	Completed	FEB-04	MAR-04
Motorola CAD	LP	H	911	In Progress	DEC-03	SEP-04
Motorola Field-based Reporting (FBR)	LP	H	Public Safety	In Progress	JAN-05	JAN-05
Motorola Message Switch	SP	H	Public Safety	In Progress	JUN-03	OCT-04



Current IT Applications Projects

2005-2006 Information Services
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Program/ Project	Project Type: E = Enhancement SP = Small Proj LP = Large Proj MTC = Maint.	Priority	Requestor	Status	Start Date	Estimated Completion Date
Motorola Records Management (RMS)	LP	H	Public Safety	In Progress	MAR-04	SEP-05
Parks & Recreation Public Services O/L Registration & Connectivity	SP	H	Parks, Recreation, Cultural Affairs	In Progress	AUG-04	FEB-04
Permits Upgrade Vpits BP	SP	H	Building Permits	Completed	MAR-04	JUN-04
Property Management - Document Imaging	SP	H	Property Management	In Progress	JUL-04	DEC-04
Teacher Retirement System	E	H	HR	In Progress	JUL-04	OCT-04
Water - Indus	LP	H	Water System	Completed	APR-03	FEB-04
Water - Web CWA	SP	H	Water System	In Progress	MAR-04	OCT-04
Water – Dripper History Conversion	SP	H	Water System	Completed	JUL-04	AUG-04



- ❑ 30 Major, 78 Stand-alone Business, and 20 Infrastructure Applications
- ❑ Many small independent applications
- ❑ Around 50% of department in support of applications
 - Many resources split their time among multiple small applications
- ❑ Organizationally dedicated staff spend too much time supporting small business applications
- ❑ Projects need identified resources and schedule
- ❑ Project requirements exceed resource capability.



2005-2006 Information Services Strategic Plan

Department / Agency Users	Key Data Elements	Application
All Departments	Geographic Data Layers	ARC – GIS
	Geographic Data Layers	ARC – IMS
	Geographic Transportation	GIS – Route Map
	Geographic Data Layers	GIS – Map Library
	Legal Research	Law Library
	Benefit, Personal Data	AMS – HR (Employee Self Service) ESS
	Time Records	Timecare
	Office Administration	Microsoft Office Suite
	Employee Education Registration	eLearning, OnTrack
Community Development	Development Images	COMDEV – FILENET System
	Developer, Development	Building Permits - VPITS
	Business License, Business Owner/Location	Business License Application – EDS
	Citation Information	Code Enforcement
	Property photographs	Landisc
	Inspections	COMDEV - AIRS



2005-2006 Information Services Strategic Plan

Department / Agency Users	Key Data Elements	Application
County Attorney	Time Records	Time Slip
County Attorney, State Court Clerks, Property Management, Purchasing, Water	Employee Availability	Touch-N-Go
County Clerk	Minutes, Agendas	County Clerk – Imaging/Laserfiche
	County Code	MCC (Municipal Code Corporation)
County Manager – Budget	Budget	AMS – BRASS
District Attorney	Criminal Investigations/Defendant	CCijs
DOT	Geographic/Engineering Design	Cartograph
	Traffic Incidents	Accident
	Traffic Signals/Timing	ACTRA
	Road Projects/Financial	CCP-MIS
Elections	Voter/Election History/Precinct	GO System
Finance	Budgets, Purchases, Payables, Revenue, Inventory	AMS Advantage – Finance
Fleet	Vehicle Maintenance/Inventory	FleetAnywhere
	Fuel Consumption	Fuel Master



2005-2006 Information Services
Strategic Plan

Department / Agency Users	Key Data Elements	Application
HR	Employee Parking	Parking Card System
	Payroll, Benefits, Recruitment	AMS – HR System
	Employee Badges	IdentiCard
	Applicant Interviews	Instant Interviewer
	Drug Screening	Keller
	Applicant Skills	OPAC
	Applicant Data	Sigma
	Applicant Testing	Scan Tron
IS	Report Processing Parameters	AMS Financial Scheduler
	Hardware Inventory, Desktop Applications, Communications Work Orders	Magic
	Project Status Information	Sharepoint Portal
	Aerial Images	Pictometry



2005-2006 Information Services
Strategic Plan

Department / Agency Users	Key Data Elements	Application
Judicial	Case Information	CJIS
	Cases, Calendars, Dockets, Defendant/Plaintiff, Attorney, Fines/Accounting	JIS
	Case Summary Information - Intranet	INFO TRAK
	Drivers License, Tag, Criminal History	GCIC
	Substance Abuse	ASAP 2000
	Courtroom Proceedings	Digital Recording System
	Juvenile Documents	ONBASE Imaging System
	Small Claims and Eviction Filings	ACS eFile
	Warrant, Defendant Information	EWI
	Civil Images	FPMulti
	Customer Information	Pre-Trial
	Firearms Licenses/Citizen	Firearms License System
	Marriage Licenses/Citizen	Marriage License System



2005-2006 Information Services Strategic Plan

Department / Agency Users	Key Data Elements	Application
Property Management	Building & Grounds Maintenance	Work Order
	Digital Property Photos	Lynx
	Floor Plans	Microstation & AutoCAD
Public Safety	Traffic Accident Data	PS - TRACs
	Phone Records	Penlink
	Criminal Evidence	EvidenceFile 2000
	Stolen Property	Pawnfile 2000
	Criminal, Fire/Arson, Animal Control Data	PS - Police RMS
	Gated Community Security Codes	PS – Apartment Guide (CAD)
	Emergency Medical Guide	PS – APCO System
	Police/Fire Dispatch Records	PS – CAD System
	Emergency Notification Data	PS - DCC
	Vehicle Owner Data	PS - REPO
	Address Data	PS – Criss Cross



2005-2006 Information Services Strategic Plan

Department / Agency Users	Key Data Elements	Application
Public Services - Extension Services	4-H Data/Participants/Programs	MARTEC
	UGA Email	Pegasus
Public Services - Library	Library Catalog	BiblioFile
	Catalog Management	OCLC ME (CAT)
	Patron Computer Usage	SAM (Smart Access Management)
	Internet Filter	Smartfilter/ Secure Computing
	Catalog/Holdings/Circulation and Member Data	Workflows (Unicorn/Sirsi Corporation)
Public Services – Senior Services	Volunteer Data	Volunteer Works
	Client and Transportation Data	SERVTracker
	Services Available to Seniors	ESP
Purchasing	Archived Records	GAINWIN
Sheriff	Inmate/Defendant/Location/Medical/Comm issary/Funds/Visitation	Jail System
Solicitor's Office, District Attorney, Public Safety	Digital Witness Evidence	cMedia
Solid Waste	Landfill Usage	Compuweigh
State Court Administration and Judges, Superior Court	Jury Pool Data	Jury



2005-2006 Information Services Strategic Plan

Department / Agency Users	Key Data Elements	Application
State Court Clerks	Civil and Criminal Minutes	Papermaster
	Traffic Citations	EZGov
	Citation Disposition	DMVS
Superior Court Administration	Mediation Data	ADR (Alternative Dispute Resolution) Program
	Catalog Data for Law Library	Books
	Legal Forms	Brown's Forms (Folio bound views 3.x)
	Attorney, Client Data	Circuit Defender Database
	Seminar Attendance	DCP (Divorcing Parents Seminar)
	Marriage Class Attendance	FOF (Focus on Forever)
	Children Rights Guardian Information	Guardian Ad Litum Program
	Contract Interpreters	Interpreters Program
	Georgia Case Law, Codes, and Rules	Lexis/nexis CD Georgia Law (Folio bound Views 4.x)
	Access Management	Online Services
	Contract Process Servers	Process Servers Program
	Access Management for Judges	Trial Court Desktop "TCD2000" (Proprietary State of Georgia App)
	Probation Officer and Client Data	Volunteer Probation Program
	Warrant Data	Warrant Tracking System (County Jail)
	Child Support Payments and Client Data	Child Support Application
	Jury Duty Payments	Jury Check Writing



2005-2006 Information Services Strategic Plan

Department / Agency Users	Key Data Elements	Application
Superior Court Clerk	Civil and Criminal Records/Deeds/Owner/Seller/Case/Calendar/Accounting/Images/Docket/Property Transfers	Main Line CRIS / ORIS
TAG	Text to Speech for Visually Impaired	JAWS
	Credit Card Data	Accounting
	Data Migration	Datajunction
	IVR Management	Edify
	Employee Data	Employee2002
	Vehicle/Owner Data	GRATIS (Georgia Info & Title Info Sys)
	Property Data	Haines CD
	Vault Access Management	Keyscan
	Vehicle Data	Legacy 2000
	Owner/Vehicle Data	Microsoft Outlook - etags
	Firewall Management	Netscape
	Credit Card Processing	PC Charge
	State Vehicle Information	State Requirements
	Bad Check Data	TAG Warrants
	Vehicle Model/Weight	Vinassit (State Supplied app)
	Network Connections Management	WhatsUpGold



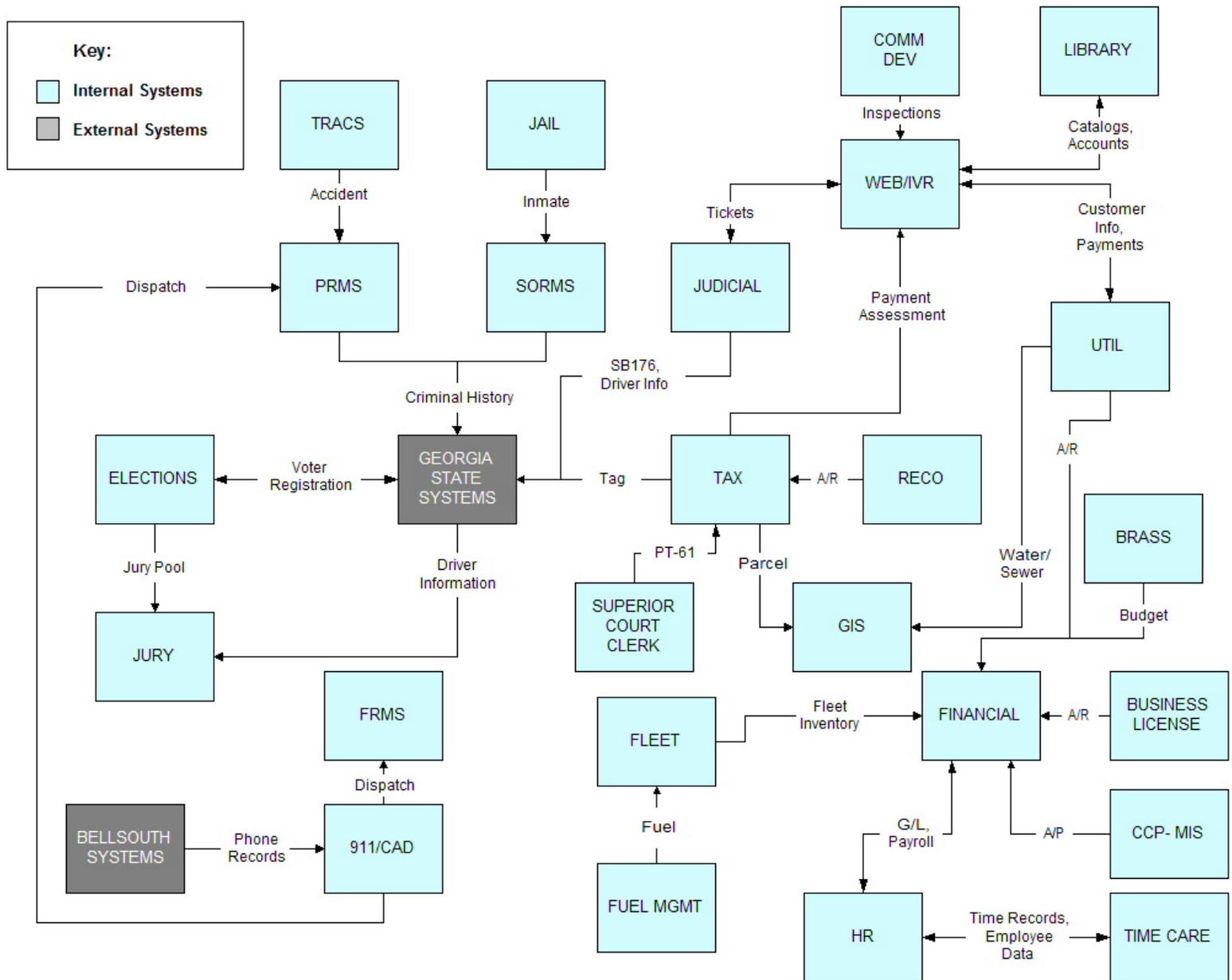
2005-2006 Information Services Strategic Plan

Department / Agency	Key Data Elements	Application
Users		
	Owner/Vehicle Data, Registration, and Tag Renewal Data	Webspeak
	Cash Receipts	Cash Till
	Financial Data	Quicken QuickBooks Pro
	Vehicle, Owner, Mobile Home Title Data	GTRS (Georgia Title Registration System)
Tax Assessors / Tax Commissioner	Tax Maps and Appraisal Data	Parcel Analyst
	Property Owner, Value, Characteristics for Real/Personal Property	IAS 4, Landisc
	Tax Payment Data	RECO
Water		GeoMedia
	Customer Billing and Refund Data	Banner Utilities
		CWA



Data/Information Flows for Major Applications

2005-2006 Information Services Strategic Plan





Major Applications – Data/Information Flows

2005-2006 Information Services Strategic Plan

Source	Destination	Information / Data	Interface Type	Frequency
TRACS	PRMS	Accident	Batch	Daily
JAIL	SORMS	Inmate	Real-Time	Per Transaction
PRMS	Georgia State Owned Systems	Criminal History	Real-Time	Per Transaction
SORMS	Georgia State Owned Systems	Criminal History	Real-Time	Per Transaction
ELECTIONS	Georgia State Owned Systems	Voter Registration	Electronic Batch	As Needed
Georgia State Owned Systems	ELECTIONS	Voter Registration	Electronic Batch	As Needed
ELECTIONS	JURY	Jury Pool	Electronic Batch	Annually
Georgia State Owned Systems	JURY	Driver Info	Electronic Batch	Annually
911/CAD	FRMS	Dispatch	Real-Time	Per Transaction
Bellsouth Owned Systems	911/CAD	Phone Records	Real-Time	Per Transaction
911/CAD	PRMS	Dispatch	Real-Time	Per Transaction
COMMDEV	WEB / IVR	Inspections	Electronic Batch	Daily
LIBRARY	WEB / IVR	Catalogs, Accounts	Electronic Batch	Daily
WEB / IVR	LIBRARY	Catalogs, Accounts	Electronic Batch	Daily
WEB / IVR	UTIL	Customer Info, Payments	Electronic Batch	Daily
UTIL	WEB / IVR	Customer Info, Payments	Electronic Batch	Daily
WEB / IVR	JUDICIAL	Tickets	Electronic Batch	Daily
JUDICIAL	WEB / IVR	Tickets	Electronic Batch	Daily
JUDICIAL	Georgia State Owned System	SB176, Driver Info	Real-Time	Per Transaction
TAX	Georgia State Owned Systems	Tag	Real-Time	Per Transaction
TAX	WEB / IVR	Payment Assessments	Electronic Batch	Daily



Major Applications – Data/Information Flows

Source	Destination	Information / Data	Interface Type	Frequency
RECO	TAX	A/R	Real-Time	Per Transaction
SUPERIOR COURT CLERK	TAX	PT-61	Batch	Monthly
TAX	GIS	Parcel	Batch	As Needed
UTIL	GIS	Water, Sewer	Batch	As Needed
UTIL	FINANCIAL	A/R	Electronic Batch	Daily
BRASS	FINANCIAL	Budget	Batch	Annually
FLEET	FINANCIAL	Fleet Inventory	Electronic Batch	Weekly
BUSINESS LICENSE	FINANCIAL	A/R	Electronic Batch	Daily
FUEL MGMT	FLEET	Fuel	Electronic Batch	Weekly
HR	FINANCIAL	G/L, Payroll	Batch	Biweekly
FINANCIAL	HR	G/L, Payroll	Batch	Biweekly
CCP-MIS	FINANCIAL	A/P	Electronic Batch	Weekly
HR	TIMECARE	Time Records, Employee Data	Electronic Batch	Biweekly
TIMECARE	HR	Time Records, Employee Data	Electronic Batch	Biweekly



“Stand Alone” Applications

Application Name	Agency/ Department Supported	Key Data / Information Maintained
Accident	DOT	Maintains traffic accident data.
ACTRA	DOT	Maintains traffic signal location and timing data.
ADR (Alternative Dispute Resolution) Program	Superior Court	Access database of process/means for maintaining information on mediation cases.
ASAP 2000	Juvenile Court	Tracks substance abuse incidents.
Brown's Forms (Folio bound views 3.x)	Superior Court	Provides method to obtain Georgia legal forms.
Cartograph	DOT	Manages work orders for roads, paving, and provides Bridgeview (bridge stats).
Cash Till	Tax Commissioner	Manages cash drawers settlements.
CCIS	District Attorney	Allows querying of drug arrest information and provides JIS reports.
Child Support Application	Superior Court	Manages information on payments, post payments and child support clients and print checks.
Circuit Defender Database	Superior Court	Access database used to track all Circuit Defender business.
CJIS	Judicial	Oracle application that allows access to archived case information from the legacy system.
cMedia	Solicitor's Office, District Attorney, Public Safety	Manages digital video evidence.
COMDEV - AIRS	Community Development	Provides contractors/citizens with a method to request inspections by county inspectors on work in progress and to obtain a certificate of occupancy.
COMDEV – FILENET System	Community Development	Provides the County site plan analyst, builder, and/or citizen with a means to determine if there are site conflicts and/or if a given plan is in accordance with county site plan requirements.
Compuweigh	Solid Waste	Used to weigh trucks to carry waste in order to determine payment amounts.



“Stand Alone” Applications

2005-2006 Information Services Strategic Plan

Application Name	Agency/ Department Supported	Key Data / Information Maintained
Continuing Ed	Superior Court, HR	Manages employee education status/records.
County Clerk – Imaging/Laserfiche	County Clerk	Provides document imaging and agenda web publishing.
DCP (Divorcing Parents Seminar)	Superior Court	Tracks seminar attendees and instructors.
Digital Recording System	Juvenile Court	Records courtroom proceedings.
DMVS	State Court Clerks, Juvenile Court	Manages citation disposition information transmitted to the State DMVS.
eLearning	All Departments	Provides on-line training for employees.
Employee2002	Tax Commissioner	Manages employee data.
ESP	Senior Services	A resource database for senior citizens for age related services.
EvidenceFile 2000	Public Safety	Manages evidence gathered during criminal investigations.
EWI	Magistrate Court	Allows warrants to be issued electronically.
Firearms License System	Probate Court	Tracks all pistol licenses for the citizens of Cobb County.
FOF (Focus on Forever)	Superior Court	Manages information on individuals attending adult education marriage classes.
FPMulti	Magistrate Court, Pre-Trial	Civil document imaging system.
GAINWIN	Public Safety	Tracks boxed records (paper, microfiche, etc).
GeoMedia	Water	Provides water and sewer infrastructure design information.
STRS (Georgia Title Registration System)	Tax Commissioner	Manages historic information reference conflicts between State, County and owner records occur between years 1999 and 2002.



“Stand Alone” Applications

2005-2006 Information Services Strategic Plan

Application Name	Agency/ Department Supported	Key Data / Information Maintained
GIA – Route Map	All Departments	Provides destination routing information.
Guardian Ad Litum Program	Superior Court	Manages information on Children Rights Guardian Program (appoint, maintain and access Guardian cases).
Haines CD	Tax Commissioner	Address lookup management for tax districts.
IdentiCard	HR	Employee badge management.
Instant Interviewer	HR	Interview management.
Interpreters Program	Superior Court	Manages information on Cobb County Interpreters.
Jury Check Writing	Superior Court	Allows for the processing and issuing of Jury checks.
Keller	HR	Tracks employee drug tests.
Keyscan	Tax Commissioner	Vault access management.
Landisc	CDBG, County Attorney, DOT, Economic Development, Elections, IS, Government Serv Center, Tax Commissioner, Tax Assessors	Property image management via photographs of property improvements.
Law Library	All Departments	Allows for legal research.
Legacy 2000	Tax Commissioner	Access database for historical vehicle data management for 1999 and earlier.
Lexis/nexis CD Georgia Law (Folio bound Views 4.x)	Superior Court	Provides a means to obtain information on Georgia case law, codes, and rules include 11th Circuit case law.
Lynx	Property Management	Digital photos database.
Magic	IS	IS Helpdesk application.



“Stand Alone” Applications

2005-2006 Information Services Strategic Plan

Application Name	Agency/ Department Supported	Key Data / Information Maintained
Marriage License System	Probate Court	Tracks Cobb County marriage licenses.
MARTEC	Public Services – Extension Services	Manages information for the 4-H Youth Enrollment Program.
MCC (Municipal Code Corporation)	County Clerk	Provides online hard copies of County codes and BOC minutes.
On Track	HR, Tax Commissioner	Manages employee training records.
ONBASE Imaging System	Juvenile Court	Manages records case documents.
OPAC	HR	Provides skills assessment information.
Papermaster	State Court Clerks	Records management for civil and criminal minutes scanning
Parking Card System	HR	Manages parking deck cards.
Pawnfile 2000	Public Safety	Manages information on pawned items and evidence gathered during investigations.
Penlink	Public Safety	Acts as a phone records database.
Pictometry	IS, Tax Assessors, Public Safety	Manages aerial images of Cobb County.
Pre-Trial	Magistrate Court/Pretrial	Acts as a case management tool.
Process Servers Program	Superior Court	Manages information on Cobb County process servers.
PS – Apartment Guide (CAD)	Public Safety	Security codes management for gated communities.
PS – APCO System	Public Safety	Provides 911 with emergency medical information to walk a caller through while the caller is waiting for services to arrive on-site.
PS – Criss Cross	Public Safety	Address and phone number management.



“Stand Alone” Applications

2005-2006 Information Services Strategic Plan

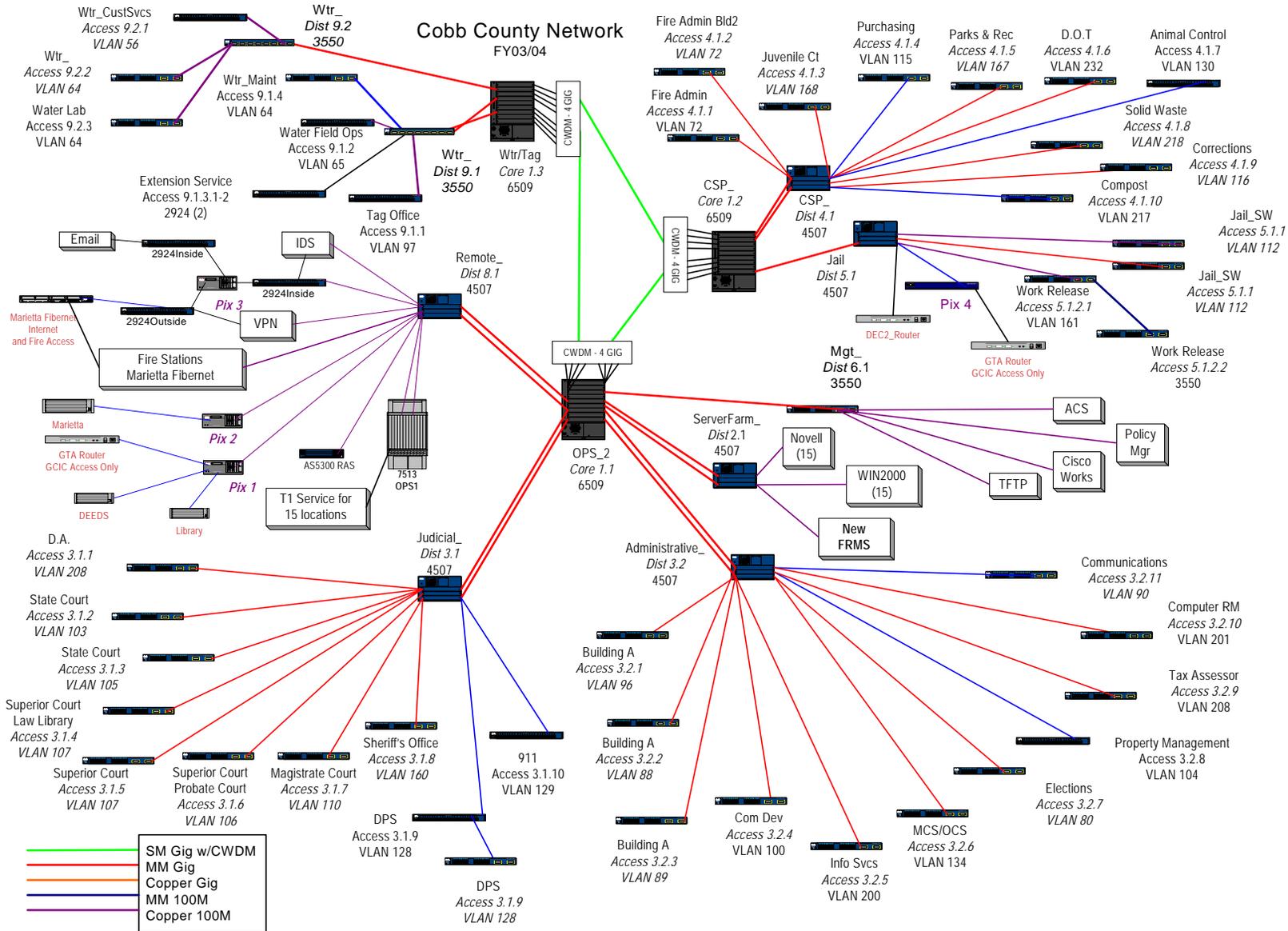
Application Name	Agency/ Department Supported	Key Data / Information Maintained
PS - DCC	Public Safety	Emergency services notification management (paging (text/alpha-numeric), email, voicemail).
PS - REPO	Public Safety	Repossessed vehicles management.
Quicken QuickBooks Pro	Tax Commissioner	TAG accounting management.
Scan Tron	HR	Testing evaluation management.
SERVTracker	Public Services – Senior Services	Maintains senior services data for meals on wheels, client tracking and transportation programs.
Sigma	HR	Application tracking management.
State Requirement	Tax Commissioner	MS Access database used to maintain the list of State vehicle Requirements.
TAG Warrants	Tax Commissioner	Maintains bad check/credit information.
Time Slip	County Attorney	Tracks charge-backs for services.
Touch-N-Go	County Attorney, State Court Clerks, Property Management, Purchasing, Water	Method for departments to automate the old sign in/out board.
Trial Court Desktop "TCD2000" (Proprietary State of Georgia App)	Superior Court	Manages access by Judges to Georgia rules, the Georgia bench book, jury instructions, procedures, etc.
Volunteer Probation Program	Superior Court	Manages information for clients on probation and volunteer probation officers.
Volunteer Works	Public Services – Senior Services	Maintains information on volunteers.
Warrant Tracking System (County Jail)	Superior Court	Manages client warrants.



- ❑ Duplicate Data Storage
 - Address/Citizen Information
 - Financial Information
- ❑ Opportunity for consistent lookup tables of static data between program applications
- ❑ Community Development Information is not highly integrated.



2005-2006 Information Services Strategic Plan





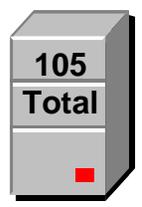
We Currently Support:

- ❑ Approximately 4920 customers in 97 locations.
- ❑ 27 County-owned phone switches (PBX's) serving approximately 1470 phones.
- ❑ 3450 Centrex accounts (BellSouth).
- ❑ Approximately 3122 long distance accounts (Qwest).
- ❑ 2 voice-mail systems (Avaya) serving approximately 1859 customers.



Summary of Existing Application Platforms

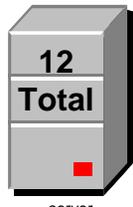
(8) Windows 2003
(82) Windows 2000
(15) Windows NT 4.0



server

- | | |
|---------------------------|--------------------------|
| (1) Compaq DP2M6200 | (4) Dell Poweredge 2650 |
| (1) Compaq Proliant 800 | (5) Dell Poweredge 4600 |
| (1) Compaq Proliant 1600 | (5) Dell Poweredge 6400 |
| (1) Compaq Proliant 2500 | (1) Dell Poweredge 6650 |
| (1) Compaq Proliant 3000 | (1) Dell Powervault 725N |
| (1) Compaq Proliant 5000 | (1) Gateway 6400 |
| (1) Compaq Proliant ML350 | (3) Gateway 7210 |
| (1) Compaq Proliant ML370 | (4) Gateway E3400 |
| (1) Dell 6450 | (1) Gateway GP6-400 |
| (3) Dell GX240T | (4) Gateway GP7-700 |
| (3) Dell GX260 | (6) HP Proliant DL380 |
| (7) Dell GX400 | (4) HP Proliant DL580 |
| (1) Dell Poweredge 500 | (1) HP Proliant ML350 |
| (1) Dell Poweredge 1400SC | (1) HP RP5470 |
| (1) Dell Poweredge 1600SC | (1) IBM 8665-71Y |
| (4) Dell Poweredge 1750 | (1) IBM 8669-1RX |
| (1) Dell Poweredge 2400 | (4) IBM Netfinity 5500 |
| (8) Dell Poweredge 2500 | (3) IBM Netfinity 7000 |
| (8) Dell Poweredge 2550 | (1) IBM xSeries 250 |
| (2) Dell Poweredge 2600 | (1) IBM xSeries 340 |
| | (5) Stratus 5600 FT |

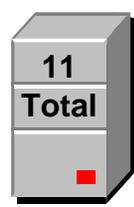
(1) Solaris 2.6
(4) Solaris 2.8
(8) Solaris 8.0



server

- (2) SUN SB100
- (1) SUN SB150
- (5) SUN SF4800
- (3) SUN SF480R
- (1) SUN SFV440
- (1) SUN Ultra5

(5) Unix 10.20
(6) Unix 11.11



server

- (1) HP D390
- (1) HP K460
- (1) HP RP5430
- (1) HP RP5470
- (2) HP RP7400
- (1) HP T500
- (2) HP T600
- (2) Stratus Continuum

RIM Devices



42
Total

SAN



1 Total

MDC's



(236) Panasonic Toughbooks

(165) Police
(71) Fire

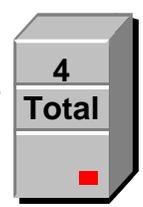
Standard PC's



(2766) Dell GX260, GX270, GX400
(417) Compaq/Gateway

(2466) Leased
(1) LSTA Grant
(625) Owned
(63) Mainline
(25) Tracking Only
(3) Unknown

(4) Redhat ES

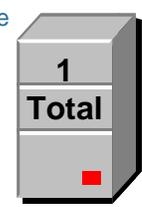


server

- (3) Dell PE 1750
- (1) Dell PE1750VUFU

Enterprise Backup

(1) AIX



server

- (1) IBM P630

CAD



computer

(16) IBM Pentium IV, 2.8 Ghz

GIS



computer

(29) IBM Pentium IV, 3.0 Ghz



Database	Number of Implementations
CA/Ingres	3
Oracle	17
SQL Server	16
MS Access	34
UniVerse	1



Current Infrastructure Projects

2005-2006 Information Services
 Strategic Plan

Program/ Project	Project Type: E = Enhancement SP = Small Proj LP = Large Proj MTC = Maint.	Priority	Requestor	Status	Start Date	Estimated Completion Date
Asset Management	SP	H	IS (Action Plan)	In Progress	JUL-04	AUG-04
Data Communications (VOIP)	LP	H	IS	Awaiting Approval	OCT-04	JUL-04
Enterprise Tape Backup System (Reserve Make Project Value \$540,000)	LP	H	IS	In Progress	JUL-04	JUL-04
IS Dashboard	SP	M	IS	In Progress	JUL-04	NOV-04
PC Replacement	LP, MTC	H	County-wide	In Progress	JUL-04	SEP-04
PMO Implementation	SP	H	IS	In Progress	JUN-04	SEP-04

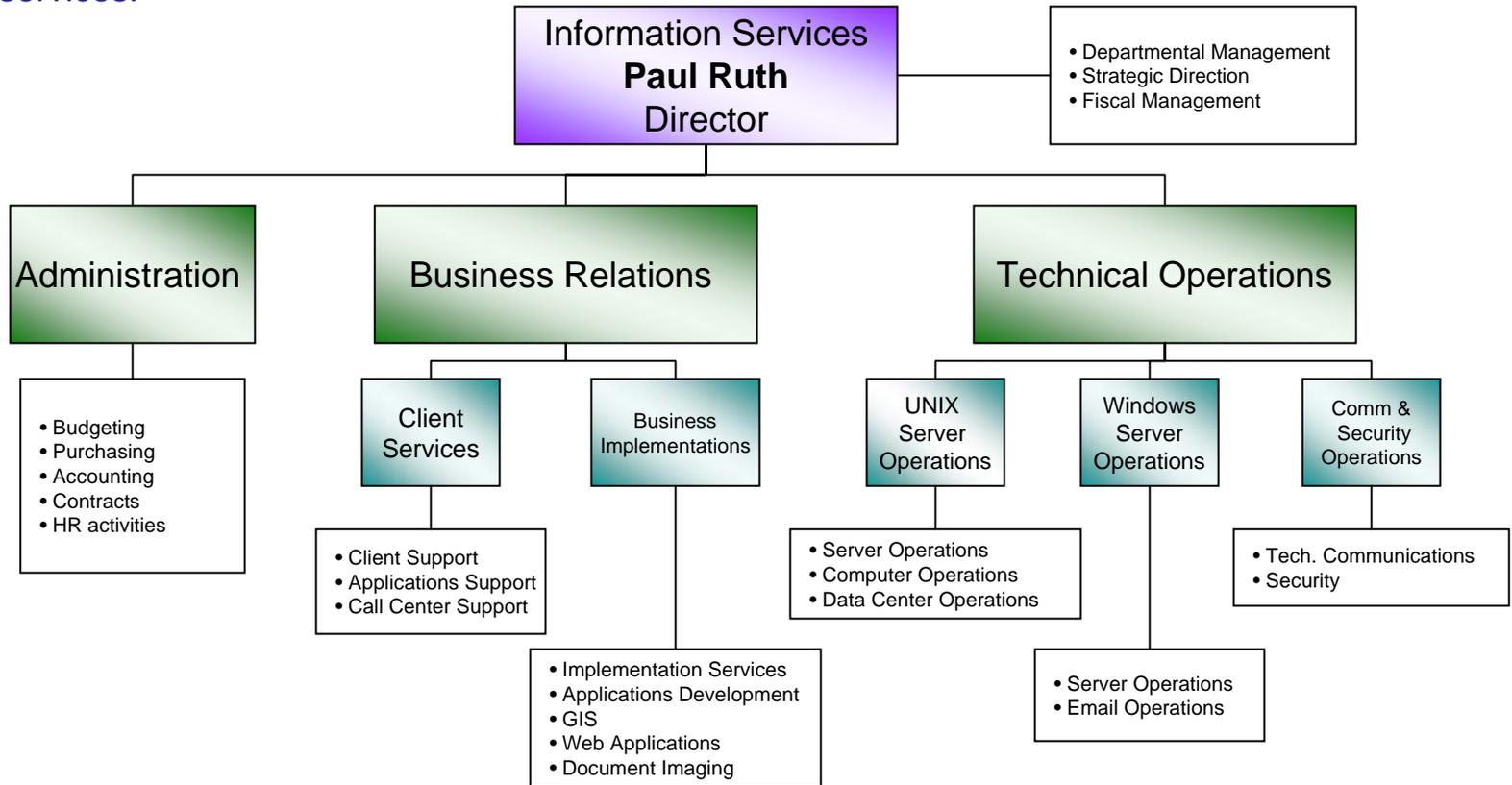


- ❑ Complex Server Environment
 - 128 Production Servers
 - 23 Unix (with Multiple OS) – 8 of which are SAN Attached
 - 105 Windows* - inconsistent OS Versions
 - 7 Development/Testing Servers
 - 3 Unix
 - 4 Windows
- ❑ 5 DBMS in use today with plans to reduce to 3
- ❑ Network is all Cisco
 - Multiple number of Managed Network Providers
 - 2 Voice Mail Systems
- ❑ 6 Current Infrastructure Projects
- ❑ Current phone system capabilities are unnecessarily complex

* 3 new servers recently added



Mission: To deliver quality and innovative technology solutions providing citizens, the business community, and County staff with convenient access to appropriate information and services.



Background: In FY 2003, the IS Department consolidated its 6 divisions into 3 in order to:

- Streamline communications
- Improve operational efficiency
- Redirect Top Management focus from daily operations



2005-2006 Information Services Strategic Plan

IT Processes	Impact Area					Assessment	
	Business Contribution	Efficiency	Quality	Availability	Security	Importance (Low, L-M, Medium, M-H, High)	Current Effectiveness (Low, L-M, Medium, M-H, High)
Plan and Lead							
Strategic Technology Planning	✓	✓	✓	✓	✓	H	L
Define the Sourcing Strategy		✓		✓		L	L
Define the Security Strategy		✓			✓	H	M
Define the IT Organization and Relationships	✓		✓			M	M-H
IT Financial Management		✓				M-H	H
Report Technology Investments and Value	✓		✓			M-H	M-H
Technology Direction Planning	✓		✓	✓	✓	M	M
Technology Research & Development	✓		✓			L-M	L-M
Define Technology Standards and Conventions		✓	✓			M-H	M-H
Define Data Standards and Conventions		✓	✓			M	L
Align with and Capture Business Needs	✓	✓	✓	✓		M-H	M
Business Process Mapping	✓					M-H	L-M
Consult with Customers	✓		✓			M-H	M
Data Center Disaster Recovery	✓			✓	✓	H	M
Business Continuity	✓			✓		H	L



2005-2006 Information Services Strategic Plan

IT Processes	Impact Area					Assessment	
	Business Contribution	Efficiency	Quality	Availability	Security	Importance (Low, L-M, Medium, M-H, High)	Current Effectiveness (Low, L-M, Medium, M-H, High)
Deliver Application Solutions							
Follow a Software Development Lifecycle Methodology		✓	✓			L-M	L
Follow a Packaged Software Implementation Methodology		✓	✓			L-M	L
Follow a Project Management Methodology	✓					M-H	L-M
Identify and Implement Custom Software Solutions	✓					L-M	M
Identify and Implement Packaged Software Solutions	✓					H	M
Implement Defect & Enhancement Requests	✓	✓	✓	✓	✓	M-H	M
Quality Assurance	✓		✓			H	L-M
Deliver Infrastructure Solutions							
Maintain an Infrastructure Management Methodology		✓	✓			M-H	L-M
Define and Maintain the Voice & Video Network	✓		✓			M-H	M
Define and Maintain the Data Network	✓		✓		✓	M-H	H
Define and Implement Voice & Video Services	✓		✓			M-H	M-H
Define and Implement Core Data Services (e-mail, printing, etc.)	✓		✓		✓	M-H	M
System and Server Administration			✓	✓	✓	M-H	M-H



2005-2006 Information Services Strategic Plan

IT Processes	Impact Area					Assessment	
	Business Contribution	Efficiency	Quality	Availability	Security	Importance (Low, L-M, Medium, M-H, High)	Current Effectiveness (Low, L-M, Medium, M-H, High)
Deliver Services & Support							
Capacity and Performance Management				✓		M-H	L-M
Application Change Control			✓	✓		M-H	M
Infrastructure Change Control			✓	✓		M-H	M-H
Configuration Management			✓	✓	✓	M-H	M
High Availability Management				✓		M	L-M
Security Management					✓	H	M-H
Operations and Scheduling				✓		H	H
Data and Voice Network Monitoring				✓		M-H	M-H
Data Backup and Restore				✓	✓	H	M
Help Desk	✓	✓		✓		H	M
User Administration	✓			✓		H	M
Event Management (Problems & Incidents)				✓	✓	H	M-H
Desktop Support and Management (Install/Move/Add/Change)	✓			✓		M-H	M-H
Software Distribution				✓		M	M
Facilities Management				✓		L	L
Educate and Train Users	✓	✓				M-H	M-H

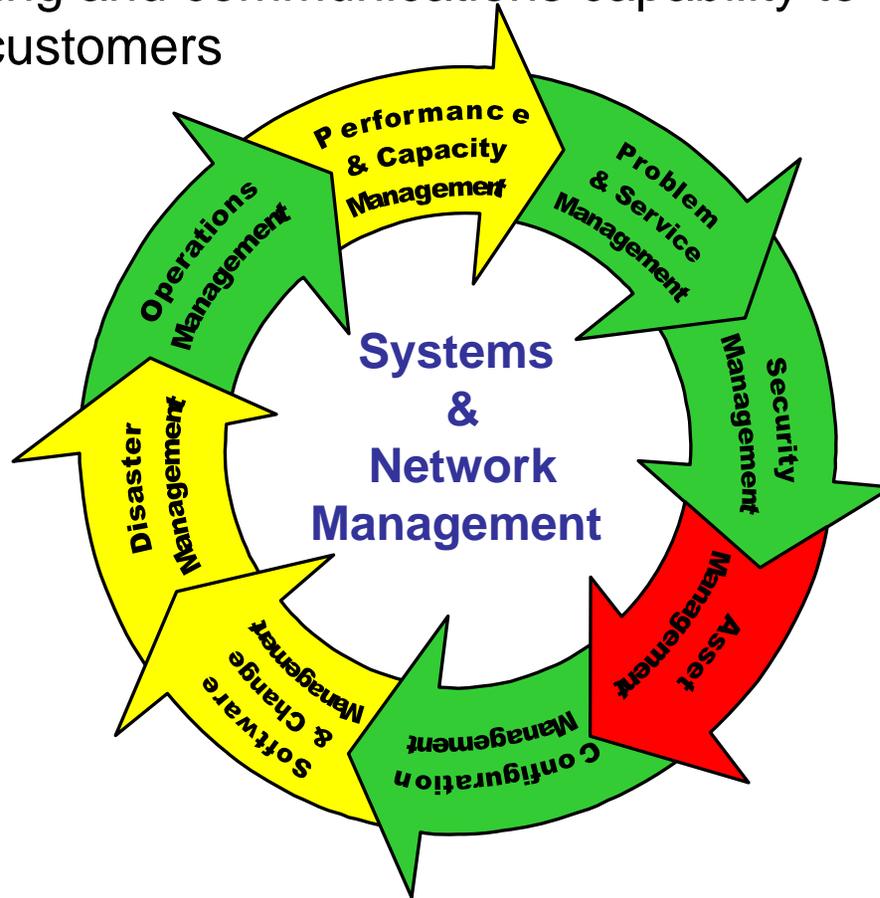


2005-2006 Information Services Strategic Plan

IT Processes	Impact Area					Assessment	
	Business Contribution	Efficiency	Quality	Availability	Security	Importance (Low, L-M, Medium, M-H, High)	Current Effectiveness (Low, L-M, Medium, M-H, High)
Monitor and Assess							
Define and Track Service Levels		✓	✓	✓		L-M	L-M
Continuously Improve the Processes	✓	✓	✓			M	M
Monitor Internal Controls	✓	✓	✓			M-H	M-H
Assess Risks		✓				M	M
Ensure Legal & Regulatory Compliance	✓					M-H	M-H
Asset Management	✓	✓				M-H	L
Monitor Customer Satisfaction	✓		✓			M	M
Receipt of External Audits	✓	✓	✓	✓	✓	L	L
Coordinate Activities							
Manage Human Resources		✓	✓			M	L-M
Internal Training and Continuous Education		✓	✓			M-H	M-H
Prioritize and Coordinate Projects	✓	✓				M-H	L
Manage Change Requests	✓	✓				M-H	L
Release Management	✓	✓				M-H	M-H
Manage Vendor Contracts and Services		✓	✓			M-H	M
Coordinate Root Cause Analysis			✓	✓		M-H	M
Application Portfolio and Lifecycle Planning	✓	✓				M	M



Components required to effectively and efficiently deliver processing and communications capability to the organization and its customers



-  Well defined
-  Somewhat defined
-  Not well defined



Applications Capital Projects (in millions)

Large	\$ 12.73
Small	\$ 3.86
Enhancements	\$ 0.15
Total	\$ 16.74

Operating Budget	PS	OP	Total	% Oper Bdgt	FT	PT
Bus Implementations	\$1,169,682	\$ 235,382	\$ 1,405,064	12%	15	3
Appl Support	\$1,376,096	\$ 277,016	\$ 1,653,112	14%	17	
Desktop	\$1,444,901	\$ 290,844	\$ 1,735,745	15%	18	3
Infrastructure	\$2,889,802	\$ 581,689	\$ 3,471,491	30%	36	
Admin	\$ 428,361	\$ 86,209	\$ 514,570	4%	8	1
Operating Capital		\$ 308,621	\$ 308,621	3%		
HW/SW Maint/Lic		\$2,346,592	\$ 2,346,592	21%		
Totals	\$7,308,842	\$4,126,353	\$11,435,195	100%	94	7



- ❑ Implementation of I.S. Advisory Board
- ❑ Organizational: no PMO, no Strategy Person
- ❑ 80% of Labor Directed Towards Maintenance and Infrastructure
- ❑ Have Re-initiated Time/Cost Tracking on Projects
- ❑ IT Processes:
 - Maintain IT Strategy
 - Develop Business Continuity Plan that is Integrated with Customer Requirements
 - Implement Standard SDLC for Package Implementations
 - Implement QA procedures for Software
 - Formalize Asset Management Procedures
 - Prioritize and Coordinate PMO
 - Integrate and Completely Deploy Application Change Control Procedures
 - Conduct External Audit Review of I.S. Practices



- ❑ **Monthly Uptime Report** — Windows and UNIX server reports generated by system tools to provide details concerning their availability. Application and Network reports generated manually.
- ❑ **Call Summary Report By Department** — Generated from Magic Helpdesk to provide a monthly count of service calls by department and the average time to close.
- ❑ **Call Volume By Employee** — Generated from Magic Helpdesk to provide a weekly and monthly review by employee of the number of service calls handled and the average time to close.
- ❑ **Daily Call Aging Report** — Generated from Magic Helpdesk to provide a daily status and aging of all opened service calls.
- ❑ **Weekly Project Status Report** — Generated by project managers and supervisors to provide a current status of each project. Budget, Project Timeline, Current Accomplishments and Activities Planned are included.
- ❑ **Daily Dashboard** — Generated by the Client Services Manager to outline the current hot issues in the department. This includes systems down, planned upgrades, etc.
- ❑ **I.S. Action Plan** — Updated by key management to report on activities performed towards the completion of the Department Review Recommendations.
- ❑ **I.S. Work Plan** — Updated by the Business Manager to provide a summary status of the projects underway in the department.

Note: Refer to Appendix D to view example reports.



Report Name	Audience	Frequency	Primary Use
Monthly Uptime Report	Department Heads	Monthly	Report System Availability
Call Summary By Department	I.S. Mgmt/Staff	Monthly	Review Average Time to Close
Daily Call Aging	I.S. Mgmt/Staff	Daily	Monitor Service Calls
Call Volume by Employee	I.S. Mgmt/Staff	Weekly/Monthly	Employee Performance
Weekly Project Status	I.S. Mgmt, Customer	Weekly	Project Tracking/Reporting
Daily Dashboard	I.S. Mgmt/Staff	Daily	Current Hot Issues/ System Downs
I.S. Action Plan	I.S. Mgmt/ Co. Mgmt	Monthly	Dept Review Action Item Status
I.S. Work Plan	I.S. Mgmt	Monthly	Project Status Summary



- ❑ Many Reports to Give Feedback to Customer on Services Provided.
- ❑ Portal Under Design for Consolidated View of I.S. Customized for Each Agency/Department
- ❑ Daily Dashboard Reports to I.S. Key Issues affecting the Customer or their Systems.
- ❑ Many Reports are Manually Created



Strengths

- Low cost to deliver services
- Organizational improvements due to the reduction of Divisions from 6 to 3 and elimination of stove-pipe structure
- Solid base of departmental applications
- Centralized I.S. organization
- Business focus on technology issues
- Solid Capital Replacement Plan for technology infrastructure

Weaknesses

- Lack of managerial succession development plans for high potential performers
- Lack of security strategy awareness, training and implementation
- Reactive approach to project approval and funding on large application projects
- Lack of prioritization process for projects county-wide
- Solutions delivered as stand-alone instead of enterprise

Opportunities

- Perform testing of integrated business continuity and disaster recovery plans
- Implement systems integration and enterprise solutions
 - EAI Architecture
 - Web Portal, Document Imaging (Enterprise Content Management)
- Create a culture that welcomes change to improve the business process

Threats

- Budget limitations resulting in inability to enhance application architecture
- Outsourcing organizations who may provide similar services
- Demand for services outpaces ability to deliver



Government Industry IT Benchmarks

2005-2006 Information Services Strategic Plan

	FY 04 Adopted	FY 05 Adopted
Total County Budget (all funds)	\$ 554,879,571	\$ 576,918,482
Total County Capital Projects (excluding Water)	\$ 15,257,678	\$ 8,037,307
Total Capital Projects - Water	\$ 98,405,545	\$ 44,403,891
Total County Capital Projects	\$ 113,663,223	\$ 52,441,198
IT Budget:		
Personal Services	\$ 7,119,694	\$ 7,516,594
Operating Expenses	\$ 3,849,091	\$ 3,955,616
Operating Capital	\$ 42,665	\$ 85,777
Capital Projects - CRS	\$ 4,574,182	\$ 3,507,817
Total IT Budget	\$ 15,585,632	\$ 15,065,804
Percentage IT Capital/Total County Capital (excluding Water)	29.98%	43.64%
Percentage IT CRS/Total County Capital (including Water)	4.02%	6.69%
Percentage Total IT Budget/Total County Budget	2.81%	2.61%

Federal Governmental Standard
 IT Capital Spending % of Total Investment = 3.0%*
 IT Budget % of Total Revenues = 6.3%*



Cobb County Government

2005-2006

Information Services Strategic Plan

CONCLUSIONS / RECOMMENDATIONS





- ❑ Create county-wide strategic plan to validate programs in place within County.
- ❑ Seek comprehensive business solution to manage Community Development processes.
- ❑ Continue efforts to provide a county-wide citizen portal.
- ❑ Initiate project to implement county-wide solution for document management.



- ❑ Need EAI Infrastructure
- ❑ Too Many Projects in Progress
- ❑ Track and Manage Work as Programs
- ❑ Reduce/Address Stand-alone Business Applications



- Data Warehouse of Common Information with EAI Feeds
- Use Data Interfaces to Support Business Process Integration
 - E.g. Business License Renewal and Tax Payments



- Continue SAN and Enterprise Backup solution expansion
- Continue focus on business needs
- Reduce the number of servers
- Simplify network
- Implement project to improve phone systems



- ❑ Define and Implement IS PMO to Integrate, Prioritize and Consistently Report on Programs and Projects
- ❑ Identify a Strategic Technology Planning Resource to drive the Strategic Initiatives
- ❑ Initiate a Project to formalize and deploy the I.T. Processes
 - ❑ Business Continuity
 - ❑ Standard Software Program Management
 - ❑ Service Level Agreement Definitions
- ❑ Utilize Time Tracking to Monitor and Insure Effective Allocation of Resources



- ❑ Provide one integrated report for each agency or department
- ❑ Make reports available via the portal
- ❑ Initiate Quarterly I.S. Strategy Update Report
- ❑ Formalize and Distribute Daily Dashboard to Customers via the portal
- ❑ Utilize existing tools and infrastructure to generate reports
- ❑ Link reporting to business strategies.



Cobb County Government

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Information Services Strategic Plan

FUTURE STATE





From

- ❑ Individual/Departmental views of projects and tools
- ❑ Independent project driven tools and technologies
- ❑ Project “Heroics”
- ❑ Water Fall Development
- ❑ Project driven application technology decisions and tools uses
- ❑ One-off departmental requests and solutions
- ❑ Bureaucratic unstructured project management
- ❑ Data gathering and analysis
- ❑ Independent resource selection and staffing
- ❑ Ad-hoc project training
- ❑ Loosely defined individual objectives



To

- ❑ Systemic views of people, processes, and technology
- ❑ Integrated IT strategies and architectures
- ❑ Process driven approach
- ❑ Iterative Project Delivery
- ❑ Application and Technology Roadmaps and Use Guidelines
- ❑ Integrated application portfolio and master schedules
- ❑ Flexible structured project management
- ❑ Integrated decision support
- ❑ Master resource planning and prioritization
- ❑ Talent development
- ❑ Integrated performance management and metrics



2005-2006 Information Services Strategic Plan

Info. Services as a "Service Provider"

- Focus on:**
- Efficiencies
 - Cost Savings
 - Resource Utilization
 - Delivering on Requests

- Focus on:**
- Leading Strategic Direction
 - Ensuring Technology Utilization
 - Impacting County's Financial Model



- Mandatory Capabilities:**
- Project Management
 - Financial Management
 - Stable technology infrastructure
 - Development standards
 - Consistent process execution
 - Technical Solutions

- Mandatory Capabilities:**
- Trusted Service Provider
 - Complete Business Understanding
 - Business Solutions

Info. Services as a "Business Partner"



To provide proven solutions that enable our citizens, county management, and staff to access the information necessary to complete their Cobb County business and will bring Cobb County Information Services to the forefront of government technology.

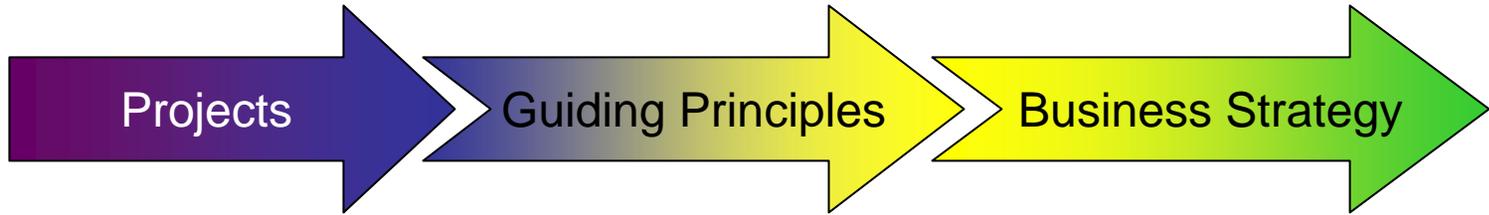
FY 2005/2006 Goals

- ❑ Provide a reliable communications and computer infrastructure foundation on which to efficiently conduct County business operations today and in the future.
- ❑ Work with County Departments and Agencies to improve business operations by understanding their business needs and by planning, implementing and managing the best information technology solutions available.
- ❑ Develop and maintain technically skilled staff who are competent in current and emerging information technology.
- ❑ Effectively communicate information about plans, projects and achievements to County staff and customers.



Cobb County Information Services Guiding Principles:

- ❑ *To be a technology leader in the public sector.*
- ❑ *To deploy technology that provides readily available access to information at all levels of the business process.*
- ❑ *To improve business processes to: integrate technological advances, achieve value through coordinated enterprise solutions and streamline business functions.*
- ❑ *To be cost-effective and fiscally responsible.*
- ❑ *To adhere to technology standards that facilitate decreased cost, increased flexibility and interoperability.*
- ❑ *To partner with customers to meet their business requirements.*
- ❑ *To implement solutions that:*
 - re-use technology through enterprise solutions,
 - are purchased in the event that enterprise solutions are not available, or
 - are developed, as required.
- ❑ *To utilize internal Information Services resources to meet the objectives of the County and utilize outside resources, as needed, for augmentation.*
- ❑ *To maintain up-to-date technical and managerial skills among I.S. staff through training.*



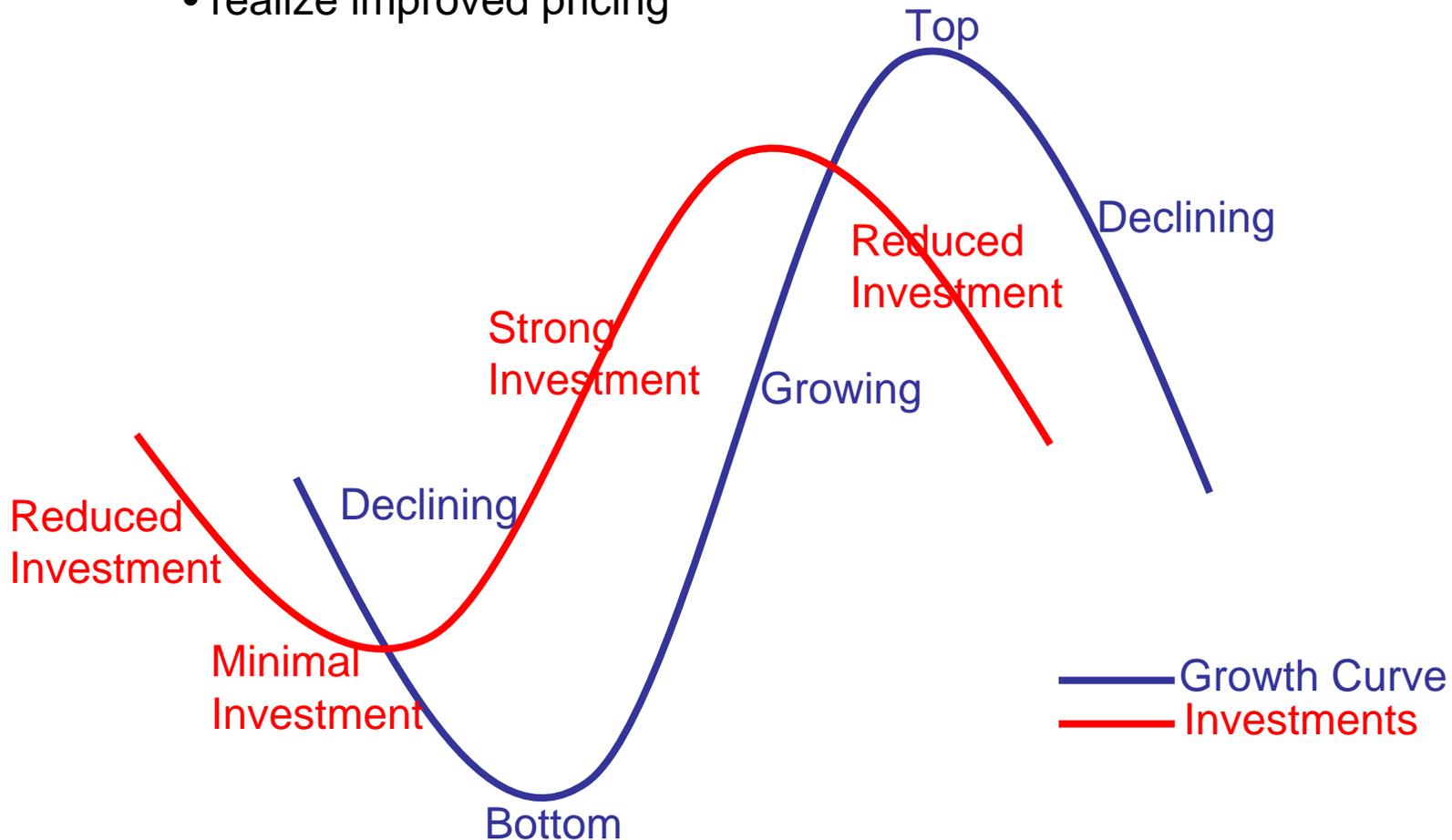
Proposed Initiatives

- ❑ Enterprise Resource Management
 - An enterprise web initiative that will give citizens and county staff access to the information in a manner that makes sense to them
 - An enterprise document imaging solution that will provide access to county documents
 - Continued implementation of the enterprise GIS system and its application interfaces
- ❑ Customer Resource Management
 - A 311 customer relationship system that will serve as a countywide call center for all customer service issues and provide for an operational back-up 911 call center
- ❑ Technical Infrastructure
 - A combined voice and data network allowing greater opportunities for application deployment and reduced communications costs
 - The evaluation of emerging technologies such as wireless and handheld devices for a fit into Cobb County Government
- ❑ Maintain Technical Currency
 - Maintaining the current technology environment according to the 10-year Capital Replacement Plan
- ❑ Business Process Improvements
 - Evaluate Community Development solutions to provide integrated management system to support County's development goals
 - Countywide address standardization providing greater reliability of customer information across all county information systems



Growth Cycle and Investment Model

- Businesses and economies have distinctive growth patterns
- For the best results, investments should precede growth cycle
- Invest during the low growth times
 - maximize return
 - realize improved pricing





2005-2006 Information Services Strategic Plan

Program	Projects	Timeframe	Benefits/Business Strategy Met
ERP	Doc. Imaging, AMS, web, Kronos	4Q06	Infrastructure, quality of services
Tax & Revenue	Revenue Collection/Accounts	4Q07	Infrastructure, quality of services, AAA bond rating, fiscally responsible tax rate
Land Management	Countywide addressing, GIS	3Q07	Infrastructure, (re)development, quality of services
Web Portal	Web CIP, Current Assessment	1Q07	Quality of Services
PMO	Implement Office	3Q05	Infrastructure quality of services
Infrastructure	VoIP, Server Upgrades, Infra. Testbed	2Q06	Infrastructure, quality of services
Public Security	Digital Court, EOC, Fire Records, Motorola, State Court	2Q06	Quality of Services, (re)development
Public Service	Web	2Q06	Quality of services
Resource Development	Web, eLearning	2Q06	Infrastructure



2005-2006 Information Services Strategic Plan

Information Services Project Management Office Support Listing							2005												2006			2007		
ID	Program Name	Project Name	Project Status	Project Start Date	Project Finish Date	Project Manager	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3							
							O	N	I	D	J	F	M	A	M	J	J	A	I	S	O	N	I	D
59	FY05 Enterprise Records Management	Property Management Document Imaging	In Progress	Mon 7/5/04	Tue 2/1/05	Eloise Williams	█												Eloise Williams					
6	FY05 ERP	AMS ESS	Not Started	Mon 1/3/05	Thu 6/30/05	Julia Perren	█												Julia Perren					
10	FY05 ERP	AMS VSS	Not Started	Mon 1/3/05	Thu 6/30/05	Julia Perren	█												Julia Perren					
4	FY05 ERP	AMS FIN Upgrade	Not Started	Mon 1/3/05	Thu 6/30/05	Julia Perren	█												Julia Perren					
3	FY05 ERP	AMS HR Upgrade	Not Started	Mon 1/3/05	Thu 6/30/05	Julia Perren	█												Julia Perren					
28	FY05 ERP	Fleet Maximus - Web Countywide	In Progress	Mon 11/3/03	Fri 4/29/05	Greg Thompson	█												Greg Thompson					
18	FY05 ERP	Kronos Time and Attendance	In Progress	Wed 10/1/03	Mon 4/11/05	Eloise Williams	█												Eloise Williams					
64	FY05 Infrastructure	Data Communications (Voice Over IP)	In Progress	Mon 1/3/05	Thu 6/30/05	TBD	█												TBD					
74	FY05 Infrastructure	Deploy Cisco Agent (all servers)	Not Funded	Tue 2/1/05	Fri 9/30/05	TBD	█												TBD					
71	FY05 Infrastructure	Email Server Upgrade	Not Funded	Mon 5/2/05	Fri 9/30/05	TBD	█												TBD					
72	FY05 Infrastructure	Infrastructure Test Bed (PCs, Servers, Communications)	Not Started	Tue 2/1/05	Fri 9/30/05	TBD	█												TBD					
67	FY05 Infrastructure	Relocate IS Dept	Not Started	Tue 3/1/05	Thu 3/31/05	TBD	█												TBD					
65	FY05 Infrastructure	Replace County Manager's Phone System	In Progress	Wed 9/1/04	Fri 12/31/04	Jerry Brown	█												Jerry Brown					
73	FY05 Infrastructure	Replace Security Firewalls	Not Started	Tue 3/1/05	Fri 9/30/05	TBD	█												TBD					
66	FY05 Infrastructure	Rewire Building C and Elections	Not Started	Mon 1/3/05	Thu 3/31/05	TBD	█												TBD					
69	FY05 Infrastructure	Server Replacement FY05 (Public Safety/Sheriff RMS)	Not Funded	Tue 3/1/05	Fri 7/29/05	TBD	█												TBD					
70	FY05 Infrastructure	VOIP	Not Funded	Mon 1/3/05	Thu 6/30/05	TBD	█												TBD					
68	FY05 Infrastructure	Wiring Upgrade (Public Safety, Superior Court North and South)	In Progress	Fri 10/1/04	Thu 3/31/05	Jerry Brown	█												Jerry Brown					
98	FY05 Land Management	Countywide Addressing (Define Strategy)	Not Started	Mon 5/2/05	Fri 9/30/05	Eloise Williams	█												Eloise Williams					
49	FY05 Land Management	GIS - 5 Year Plan	In Progress	Mon 11/1/04	Fri 12/31/04	Ed Biggs	█												Ed Biggs					
50	FY05 Land Management	GIS - Arc IMS Implementation	In Progress	Thu 1/1/04	Thu 6/30/05	Tim Scharff	█												Tim Scharff					
29	FY05 Land Management	GIS SDM - Cobb Etrans	In Progress	Mon 4/28/03	Tue 12/28/04	Ed Biggs	█												Ed Biggs					
95	FY05 Land Management	GIS SDM - 2004 Base Map Update	In Progress	Mon 3/1/04	Fri 12/31/04	Christian Okeke	█												Christian Okeke					
53	FY05 Land Management	GIS SDM - Data Metadata Project	Hold	Mon 1/3/05	Mon 1/3/05	Tim Scharff	█												Tim Scharff					
55	FY05 Land Management	GIS SDM - Parcel Enterprise Geodatabase - ArcADIS (Pilot)	In Progress	Thu 4/1/04	Fri 12/31/04	Tim Scharff	█												Tim Scharff					

Project: Strategic Plan 3 Year Project
Date: Tue 11/2/04

Task: █ Progress: █ Summary: █ External Tasks: █ Deadline: ↓

Split: Milestone: ◆ Project Summary: █ External Milestone: ◆

Strategic Plan 3 Year Project Listing_Report_11_02_04 Page 1 Tue 11/2/04



2005-2006 Information Services Strategic Plan

Information Services Project Management Office Support Listing																		
ID	Program Name	Project Name	Project Status	Project Start Date	Project Finish Date	Project Manager	Timeline											
							2005				2006				2007			
							Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
							O	N	D	J	F	M	A	M	J	J	A	S
41	FY06 Tax and Revenue	Prepare RFP - Replace Tax Assessment/Collection System	Not Started	Wed 3/1/06	Fri 9/29/06	TBD												
34	FY06 Web Portal	Web Projects TBD	Not Funded	Mon 10/3/05	Mon 10/3/05	TBD												
45	FY07 Enterprise Records Management	Implement Enterprise Content Mgt	Not Funded	Mon 10/2/06	Mon 10/2/06	Eloise Williams												
47	FY07 Infrastructure	Replace Xerox Printers (Computer Operations)	Not Funded	Mon 10/2/06	Mon 10/2/06	TBD												
48	FY07 Infrastructure	Server Replacement FY07	Not Funded	Mon 10/2/06	Mon 10/2/06	TBD												
46	FY07 Infrastructure	Upgrade Active Directory	Not Funded	Mon 10/2/06	Mon 10/2/06	TBD												
42	FY07 Public Security	Replace Electronic Warrant System (Magistrate Court)	Not Funded	Mon 10/2/06	Mon 10/2/06	TBD												
43	FY07 Tax and Revenue	Replace Tax Assessment/Collection System	Not Funded	Mon 10/2/06	Mon 10/2/06	TBD												
44	FY07 Web Portal	Web Projects TBD	Not Funded	Mon 10/2/06	Mon 10/2/06	TBD												

Project: Strategic Plan 3 Year Project Date: Tue 11/2/04

Task Split Progress Milestone Summary Project Summary External Tasks External Milestone Deadline

Strategic Plan 3 Year Project Listing_Report_11_02_04 Page 4 Tue 11/2/04



Current Project Activity

- ❑ Identify all projects with completion in next 90 days
- ❑ Review all current I.S. projects for alignment with Strategic Plan

Future Activity

- ❑ Implement Program Management Office to review, approve and prioritize all future projects
- ❑ Complete resource allocation and review project timeline
- ❑ Complete ROI and Business Impact Analysis
- ❑ Implement program roadmap to reach future vision and continued integration with county strategies



Cobb County Government

2005-2006

Information Services Strategic Plan

APPENDICES - SUPPORTING DOCUMENTATION





- Major Application
- Business "Stand Alone" App
- Infrastructure App

Appendix A - Applications Inventory Details

2005-2006 Information Services Strategic Plan

Application	Purpose	Business Sponsor	Department / Agency Users	IT Owner
Accident	Maintains traffic accident data.	Russ Hamilton	DOT	Diane Mitchell
Accounting	MS Access database of previous day's credit card processing.	Lorraine Watson	Tax Commissioner /TAG	Eric Weis
ACTRA	Maintains traffic signal location and timing data.	Allen Scaler	DOT	Diane Mitchell
ADR (Alternative Dispute Resolution) Program	Access database of process/means for maintaining information on mediation cases.	Linda McClain	Superior Court	Eric Lange
AKANDA - Website	Web based property tax information management. Maintains owner of record, value, characteristics, real/personal property and property photos.	Joan Baker, Phil Hogshed, Judy Dunn, Gail Downing, Beth Williams, Carla Jackson, Janet Worthington, Richard Higgins	Public Services – Government Service Center, Tax Assessors, Tax Commissioner	Kathy Grosse, Terrell Monger, Eric Weis
AMS – HR (Employee Self Service) ESS	Allows employees to setup/change Benefits enrollment, make personnel information updates (address, phone #, etc.).	Michelle Paige	ALL Departments	Julia Perren
AMS – HR System	Maintains employee information; including, benefits, payroll and recruiting information.	Michelle Paige	HR	Julia Perren
AMS Advantage – Finance	Maintains data for all County accounting functions; including, purchasing, delivery orders, invoicing, A/P, ledgers, and inventory.	Judie Mazih, Tiffany Kight	County Manager (Budget), Finance, Purchasing	B Taylor, B Mulkey
AMS – BRASS	Used for budget preparation and reporting.	Carla Craddock	County Manager – Budget	K Richardson
AMS Financial Scheduler	Kicks off batch processes.	Bonnie Mulkey	IS	B Mulkey, N Knight



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2005-2006 Information Services Strategic Plan

Application	Purpose	Business Sponsor	Department / Agency Users	IT Owner
ARC – GIS	Provides capability to author, analyze, map, manage, share, and publish geographic information on the desktop. Also helps Cobb County government evaluate the financial and service delivery impacts of annexation petitions.	Lori Parsams, Lynn Biggs, Sharon Wingfield, Tim Scharff	All Departments	Christian Okeke
ASAP 2000	Tracks substance abuse incidents.	Mia Francis	Juvenile Court	Eric Lange
Banner	Manages water billing information including on-line billing, payment/collections, customer billing and record inquiries.	Gail Flowers, Caneil Qualtiere	Tax Commissioner, Public Safety	Charlie Lussier, Bonnie Mulkey
Bibliofile (The Library Company) TLC	Manages catalog interface, maintenance and processing with the integrated library system, World Cat and OCLC.	Library Cataloging personnel	Public Service - Library	Wanda Dallas
Books	Access database that manages publications and catalog information	Will Simmons	Superior Court	Eric Lange
Brown's Forms (Folio bound views 3.x)	Provides method to obtain Georgia legal forms.	Will Simmons	Superior Court	Eric Lange
Building Permits - VPITS	Records contractor/citizen requests to build commercial and/or private dwellings.	Lee McClead	Community Development	John Thomas, Bonnie Mulkey
Business License Application – EDS	Documents applications for business licenses (general fees paid by establishments in order to operate or continue operating their business to include liquor sales) and manages miscellaneous licenses -- individual taxes paid by beer, liquor and wine related establishments.	Paul Foster	Community Development	John Thomas, Bonnie Mulkey
Cartograph	Manages work orders for roads, paving, and provides Bridgeview (bridge stats).	Kathy Clark, Bob Galante	DOT	Diane Mitchell



- Major Application
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Appendix A - Applications Inventory Details

2005-2006 Information Services Strategic Plan

Application	Purpose	Business Sponsor	Department / Agency Users	IT Owner
Cash Till	Manages cash drawers settlements.	Lorraine Watson	Tax Commissioner /TAG	Eric Weiss
CCijs	Allows querying of drug arrest information and provides JIS reports.	Mary Turner, Pat Head	District Attorney	Kimberley Lemley
CCP-MIS	Manages contracts and projects.	Leslie Weaver	DOT, Water	Diane Mitchell
Child Support Application	Manages information on payments, post payments and child support clients and print checks.	Nancy Cahela	Superior Court	Eric Lange, Phillip Adams
Circuit Defender Database	Access database used to track all Circuit Defender business.	Gary Pairan	Superior Court	Eric Lange
CJIS	Oracle application that allows access to archived case information from the legacy system.	All County Departments	Judicial	P Adams, C Wallace
CLT - IAS	Manages tax system data used to obtain information on property appraisals and Homestead exemptions.	Beth Kish, Sharon Wingfield, Joan Baker, Gail Downing, Beth Williams, Carla Jackson, Phil Hogshed, Judy Dunn	CDBG, County Attorney, Economic Development, Elections, Public Safety, Government Service Center, Tax Commissioner, Tax Assessors	David Fichser, Karen Postell, Kathy Grosse, Terrell Monger
cMedia	Manages digital witness evidence videos.	Barry Morgan, Pat Head	Solicitor's Office, District Attorney, Public Safety	Vendor, S. Bhaumik, K. Lemley



- Major Application
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Appendix A - Applications Inventory Details

2005-2006 Information Services Strategic Plan

Application	Purpose	Business Sponsor	Department / Agency Users	IT Owner
COMDEV - AIRS	Provides contractors/citizens with a method to request inspections by county inspectors on work in progress and to obtain a certificate of occupancy.	Lee McClead	Community Development	John Thomas, Bonnie Mulkey
COMDEV - Code Enforcement	Tracks enforcement of county codes and identify violations.	Dale Tatum	Economic Development, Community Development	John Thomas, Bonnie Mulkey
COMDEV – FILENET System	Provides the County site plan analyst, builder, and/or citizen with a means to determine if there are site conflicts and/or if a given plan is in accordance with county site plan requirements.	Les Brewer	Community Development	Doug Yancy
Compuweigh	Used to weigh trucks to carry waste in order to determine payment amounts.	Caneil Qualtiere	Solid Waste	Charles Lussiter
Continuing Ed	Manages employee education status/records.	Linda McClain	Superior Court	Eric Lange
County Clerk – Imaging/Laserfi che	Provides document imaging and agenda web publishing.	Candi Ellison	County Clerk	H Penninger
CWA	IS Oracle app that provides other departments with access to water system information (web based).	CaNeil Quailtiere	Water, Tax Commissioner, Public Safety,	Doug Yancy
Dame Ware	Desktop remote access tool.	Dawn Filzen	IS	Dawn Filzen
Database Search	Queries legacy microfiche data.	Mary Turner	State Court Clerks	Phillip Adams



- Major Application
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2005-2006 Information Services Strategic Plan

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Datajunction	Provides data migration management functionality.	Eric Weis, Sharron Dorsey	Tax Commissioner /TAG, Finance, Water	Eric Weis
DCP (Divorcing Parents Seminar)	Tracks seminar attendees and instructors.	Linda McClain	Superior Court	Eric Lange
Digital Recording System	Records courtroom proceedings.	Michelle Marchant-Wellmon	Juvenile Court	Scott Cornwell
DMVS	Manages citation disposition information transmitted to the State DMVS.	Mary Turner, Susan Marler	State Court Clerks, Juvenile Court, Public Safety	Phillip Adams
Edify	Provides IVR management for public MVD inquiries.	Sharron Dorsey	Tax Commissioner	Eric Weis
eLearning	Provides on-line training fro employees.	Sandy Stefani	All Departments	Tom Collins
Employee2002	Manages employee data.	Gail Flowers	Tax Commissioner	Eric Weis
ESP	A resource database for senior citizens for age related services.	Pat McNeil	Senior Services	Brigitte Taylor
EvidenceFile 2000	Manages evidence gathered during criminal investigations.	Homer Bishop	Public Safety	M. Rowan, V. Nasse
EWI	Allows warrants to be issued electronically.	Bobbie Ely, Shelia Walker	Magistrate Court, Sheriff, Public Safety	Michael Rivers, Kimberly Lemley,
EZGov	Online process to manage/track payments for Traffic citations.	Diane Graham	State Court Clerks	Phillip Adams
Firearms License System	Tracks all pistol licenses for the citizens of Cobb County.	David Dodd	Probate Court	Phillip Adams



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2005-2006 Information Services Strategic Plan

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FleetAnywhere	Tracks fleet maintenance work orders.	Terry Fulton	Fleet, Public Safety	Greg Thompson, V Nasse
FOF (Focus on Forever)	Manages information on individuals attending adult education marriage classes.	Linda McClain	Superior Court	Eric Lange
FPMulti	Civil document imaging system.	Bobbie Ely, Shelia Walker	Magistrate Court, Pre-Trial	Michael Rivers, Kimberly Lemley
Fuel Master	Tracks fuel usage via the pump controller.	Terry Fulton	Fleet	V Nasse
GAINWIN	Tracks boxed records (paper, microfiche, etc).	Phil Chendemi	Public Safety	M. Rowan, V. Nasse
GCIC	Manages information requests to Georgia Crime Information Center for criminal and driving history.	Lt Alexander	Public Safety, Judicial	Terrell Monger, Sweta Bhaumik
GeoMedia	Provides water and sewer infrastructure design information.	Caneil Qualtiere	Water	Charlie Lussiter
GRATIS (Georgia Info & Title Info Sys)	Provides access to State of Georgia MVD.	Stewart Manley, Sharron Dorsey	Tax Commissioner /TAG	Eric Weis
(Georgia Title Registration System) STRS	Manages historic information reference conflicts between State, County and owner records occur between years 1999 and 2002.	Stewart Manley, Sharron Dorsey	Tax Commissioner /TAG	Eric Weis
GIS – Map Library	Provides online storage of map images.	Tim Scharff	All Departments	Christian Okeke
GIS – Route Map	Provides destination routing information.	Tim Scharff	All Departments	Christian Okeke



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2005-2006 Information Services Strategic Plan

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Go System	Provides reports from the State on election registration personal data, criminal history data, etc.	Sharron Winfield	Elections	John Thomas, Bonnie Mulkey
Guardian Ad Litem Program	Manages information on Children Rights Guardian Program (appoint, maintain and access Guardian cases).	Linda McClain	Superior Court	Eric Lange
Haines CD	Address lookup management for tax districts.	Gail Flowers	Tax Commissioner	Eric Weis
IAS4	Provides property tax management for addresses and tax districts.	Gail Flowers	Tax Commissioner	Eric Weis
IdentiCard	Employee badge management.	Michelle Paige	HR	Mark Chafin
INFO TRAK	Oracle Portal that provides search and reporting capabilities to Police, Courts, Jail, Child support, firearms, police systems, Tag and water.	Diane Graham	Judicial, Public Safety, Sheriff, TAG, Water	P Adams
Infocus	ACD interface management to monitor phone system queues for the public inquirer phone lines.	Sharron Dorsey	Tax Commissioner	Eric Weis
Instant Interviewer	Interview management.	Sandra Chastain	HR	Mark Chafin
Interpreters Program	Manages information on Cobb County Interpreters.	Lisa Chao	Superior Court	Eric Lange
Jail System	Provides inmate tracking and jail management.	Ed Hughes	Sheriff	None
JAWS	Text-to-Speech application for visually impaired/blind workers.	Richard Higgins	TAG	Eric Weiss



- Major Application
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2005-2006 Information Services Strategic Plan

Application	Purpose	Business Sponsor	Department / Agency Users	IT Owner
JIS	Justice Information System (JIS) case management system used by State Court, Magistrate Court, juvenile Court, Probate Court, Solicitor's office, District Attorneys, office.	Bobbie Ely, Sheila Walker, Michelle marchant-Wellmon, Claudia Beck, Susan Marler, April Davis, Ann Brown, Brenda Jordan, Frank Baker, Gary Pairan, Sara Henderson, Jim Hawkins, Diane Graham, Angie Davis, Mary Turner, Karen Guilfoil, Karen Johnson, Michelle Melton	Judicial	Scott Cornwall
Jury	Assists in Jury selection and management.	Jim Hawkins, Debbie Matthew	State Court Administration and Judges, Superior Court	Eric Lange, Scott Cornwell
Jury Check Writing	Allows for the processing and issuing of Jury checks.	Debbie Matthew	Superior Court	Eric Lange, Scott Cornwell
Keller	Tracks employee drug tests.	Michelle Paige	HR	Mark Chafin
Keyscan	Vault access management.	Sheron Dorsey	Tax Commissioner /TAG	Eric Weis
Landisc	Property image management via photographs of property improvements.	Fred Bentley, Beth Kirsch, Sharron Winfield, Tim Scharff, Joan Baker, Gail Downing, Beth Williams, Carla Jackson, Gail Flowers	CDBG, County Attorney, DOT, Economic Development, Elections, IS, Government Serv Center, Tax Commissioner, Tax Assessors	David Fisher, Karen Postell, Kathy Grosse, Terrell Monger
Law Library	Allows for legal research.	Eric Lange	All Departments	Eric Lange



- Major Application
- Business "Stand Alone" App
- Infrastructure App

Appendix A - Applications Inventory Details

2005-2006 Information Services Strategic Plan

Application	Purpose	Business Sponsor	Department / Agency Users	IT Owner
Legacy 2000	Access database for historical vehicle data management for 1999 and earlier.	Eric Weis	Tax Commissioner	Eric Weis
Lexis/nexis CD Georgia Law (Folio bound Views 4.x)	Provides a means to obtain information on Georgia case law, codes, and rules include 11th Circuit case law.	Will Simmons	Superior Court	Eric Lange
Lynx	Digital photos database.	Janice Fincher	Property Management	None, Vendor
Magic	IS Helpdesk application.	Freta Rogers	IS	Kimberly Lemley
Mainline CRIS	Manages access to Superior Court records for civil and criminal cases.	Eric Lange	Public Safety, Superior Court, District Attorney	Troy Dennison, Eric Lange
Marriage License System	Tracks Cobb County marriage licenses.	David Dodd	Probate Court	Phillip Adams
MARTEC	Manages information for the 4-H Youth Enrollment Program.	Pat Stuckey	Public Services – Extension Services	Brigitte Taylor
MCC (Municipal Code Corporation)	Provides online hard copies of County codes and BOC minutes.	Candi Ellison	County Clerk	Harry Penninger
Microstation & AutoCAD	Maintains floor plans, road designs and graphics.	Dana Goodman	Property Management, DOT, Water	Diane Mitchell
Microsoft Outlook - etags	etags email management. Used to receive questions and send answer with the state website inquires for Cobb County concerning the State web site and state web renewal problems.	John Blackwell, Joan Corn	Tax Commissioner /TAG	Eric Weis
Microsoft Publisher	Used to create and publish the internal TAG newsletter	Sharron Dorsey	Tag Office	Eric Weis
Microsoft Visual Studio	Used to modify, create custom scripts, application and database program interfaces for internal TAG employee use.	Sharron Dorsey	Tag Office	Eric Weis



- Major Application
- Business "Stand Alone" App
- Infrastructure App

Appendix A - Applications Inventory Details

2005-2006 Information Services Strategic Plan

Application	Purpose	Business Sponsor	Department / Agency Users	IT Owner
Netscape	NAT management in Cisco PIX.	Eric Weis	Tax Commissioner /TAG	Eric Weis
OCLC ILL ME (Micro Enhancer)	Manages batch load ILL loan numbers and information.	Gail Rogers	Public Services - Library	W Dallas
OCLC ME (CAT)	Manages cataloging to search and interact with OCLC and loading of Marc records.	Gail Rogers	Public Services - Library	W Dallas
On Track	Manages employee training records.	Sandy Stefani, Gail Flowers	HR, Tax Commissioner	Tom Collins, Eric Weis
ONBASE Imaging System	Manages records case documents.	Susan Marler	Juvenile Court	Scott Cornwell
Online Services	Manages the of access information for Westlaw, Lexis/nexis and CCH Federal & State tax information.	Will Simmons	Superior Court	Eric Lange
OPAC	Provides skills assessment information.	Sandra Chastain	HR	Mark Chafin
Papermaster	Records management for civil and criminal minutes scanning	Karen Johnson, Mary Turner	State Court Clerks	Kimberly Lemley
Parcel Analyst	A tool that takes CAMA and GIS and combines the information from the two into one system for appraisals.	Phil Hogshead, Judy Dunn	Tax Assessors	Kathy Grosse, Terrell Monger
Parking Card Sys	Manages parking deck cards.	Betty Clark-Banks	HR	Juanita Garrett
Pawnfile 2000	Manages information on pawned items and evidence gathered during investigations.	Det. Lisa Wells	Public Safety	M. Rowan, V. Nasse
PC Anywhere	Manages desktop connections for Credit Card processing.	Lorraine Watson, John Blackwell, Eric Weis	Tax Commissioner /TAG	Eric Weis
PC Charge	Used to process Credit Cards from employees' workstations and IVR. Allows Accounting to review charges by cashier/user/group.	Stewart Manley, Sharron Dorsey	Tax Commissioner /TAG	Eric Weis



- Major Application
- Business "Stand Alone" App
- Infrastructure App

Appendix A - Applications Inventory Details

2005-2006 Information Services Strategic Plan

Application	Purpose	Business Sponsor	Department / Agency Users	IT Owner
Pegasus	Provides access to the UGA email system.	Pat Stuckey	Public Services – Extension Services	Brigitte Taylor
Penlink	Acts as a phone records database.	Chief Lee New	Public Safety	Kerry Richards
Pictometry	Manages aerial images of Cobb County.	Tim Scharff, Bill Glenn, Sherial Williams	IS, Tax Assessors, Public Safety	Christian Okeke
Police - RMS	Allows querying of Police, Fire, incident tracking, arrest and arson. Also allows tracking of animal disposal, adoption.	Lt. Alexander	State Court Clerks, Solicitor's Office, District Attorney, MSC, OCU	M Ashton, T. Monger, S. Bhaumik, G. Thompson
Pre-Trial	Acts as a case management tool.	Shelia Walker	Judicial	Eric Lange
Process Servers Program	Manages information on Cobb County process servers.	Kim Hicks	Superior Court	Eric Lange
PS – Apartment Guide (CAD)	Security codes management for gated communities.	Tony Wheeler	Public Safety	Terrell Monger, Sweta Bhaumik
PS – APCO System	Provides 911 with emergency medical information to walk a caller through while the caller is waiting for services to arrive on-site.	Tony Wheeler	Public Safety	Terrell Monger, Sweta Bhaumik
PS – CAD System	Dispatches emergency calls from 911 to police and fire for Cobb and Marietta city.	Tony Wheeler	Public Safety	Michael Ashton, Terrell Monger, Sweta Bhaumik
PS – Criss Cross	Address and phone number management.	Tony Wheeler	Public Safety	Michael Ashton, Terrell Monger, Sweta Bhaumik
PS - DCC	Emergency services notification management (paging (text/alpha-numeric), email, voicemail).	Tracy Roberts	Public Safety	Michael Ashton, Terrell Monger, Sweta Bhaumik
PS - REPO	Repossessed vehicles management.	Tony Wheeler	Public Safety	Michael Ashton, Terrell Monger, Sweta Bhaumik



- Major Application
- Business "Stand Alone" App
- Infrastructure App

Appendix A - Applications Inventory Details

2005-2006 Information Services Strategic Plan

Application	Purpose	Business Sponsor	Department / Agency Users	IT Owner
PS - Thelma	Management of information on sheriff warrants and court non-appearance.	Eddie Hughes	Public Safety	Michael Ashton,
PS - TRACs	Maintains traffic accident data.	Lt Owens	Public Safety	E. Hawkins, M. Ashton
Quicken QuickBooks Pro	TAG accounting management.	Sharron Dorsey	Tax Commissioner /TAG	Eric Weiss
RECO	Property tax collection and billing management.	Joan Baker, Gail Downing, Beth Williams, Carla Jackson	Public Services – Government Services, Tax Commissioner	David Fisher, Karen Postell
Scan Tron	Testing evaluation management.	Sandra Chastain	HR	Phillip Adams
SERVTracker	Maintains senior services data for meals on wheels, client tracking and transportation programs.	Pat McNeil	Public Services – Senior Services	V Nasse, B Taylor
Sharepoint Portal	Method to manage integrating information from various systems into one portal.	Lonnie Jones, Freta Rogers	IS	Lonnie Jones
Sigma	Application tracking management.	Sandra Chastain	HR	Mark Chafin
SAM (Smart Access Management)	Manages public computers for library patrons session times and printing on internet computers.	Gail Rogers	Public Services - Library	W Dallas
Smartfilter/ Secure Computing	Manages and controls internet filtering for public access computers.	Gail Rogers	Public Services - Library	W Dallas
SMS	Used for desktop management.	Tom Ford	IS	Tom Ford
State Requirement	MS Access database used to maintain the list of State vehicle Requirements.	Janet Worthington	Tax Commissioner /TAG	Eric Weis
TAG Warrants	Maintains bad check/credit information.	Lorraine Watson	Tax Commissioner /TAG	Eric Weis



- Major Application
- Business "Stand Alone" App
- Infrastructure App

Appendix A - Applications Inventory Details

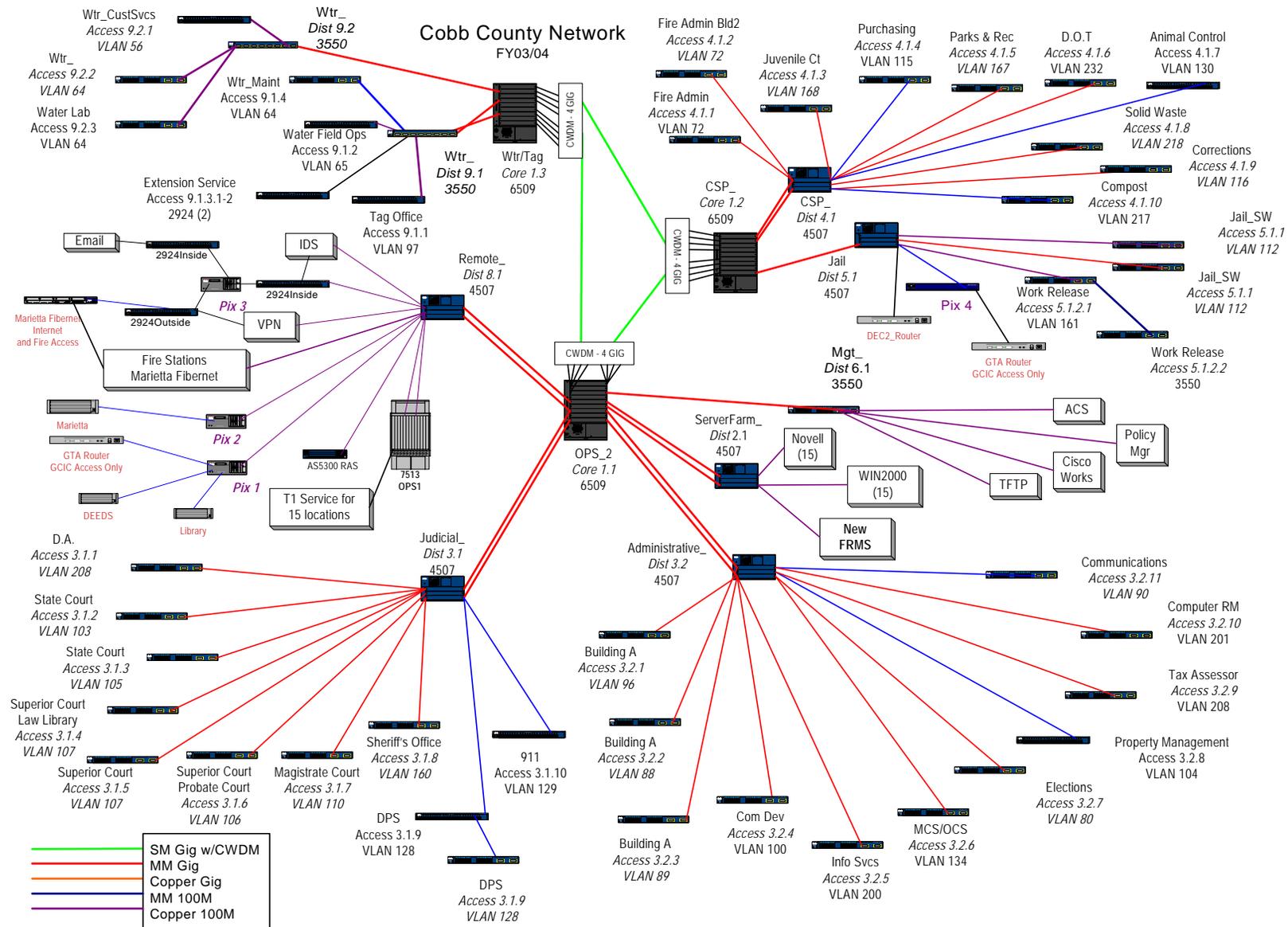
2005-2006 Information Services Strategic Plan

Application	Purpose	Business Sponsor	Department / Agency Users	IT Owner
Time Slip	Tracks charge-backs for services.	Dottie Bishop	County Attorney	Harry Penninger
Timecare	Tracks county employees' time and attendance.	Martha Payne	All Departments	M. Chapin, B. Taylor
Touch-N-Go	Method for departments to automate the old sign in/out board.	Multi users	County Attorney, State Court Clerks, Property Management, Purchasing, Water	Desktop
Trial Court Desktop "TCD2000" (Proprietary State of Georgia App)	Manages access by Judges to Georgia rules, the Georgia bench book, jury instructions, procedures, etc.	Will Simmons	Superior Court	Eric Lange
Unicorn/Sirsi	Manages online integrated library catalog items and patron information.	Gail Rogers	Public Services - Library	W Dallas
Vinassit (State Supplied app)	Manages information on vehicle model/weight by VIN	Sharron Dorsey	Tax Commissioner /TAG	Eric Weis
Volunteer Probation Program	Manages information for clients on probation and volunteer probation officers.	Gary Struletz	Superior Court	Eric Lange
Volunteer Works	Maintains information on volunteers.	Pat McNeil	Public Services – Senior Services	Brigitte Taylor
Warrant Tracking System (County Jail)	Manages client warrants.	Gary Pairan	Superior Court, Sheriff	Eric Lange
WatsUpGold	TAG Network connections management.	Eric Weis	Tax Commissioner /TAG	Eric Weis
Webspeak	Provides IVR management.	Stewart Manley, Sharron Dorsey	Tax Commissioner /TAG	Eric Weis
Work Order	Tracks work orders.	Janice Fincher	Property Management	Doug Yancey



Appendix B - Current Network Services

2005-2006 Information Services Strategic Plan



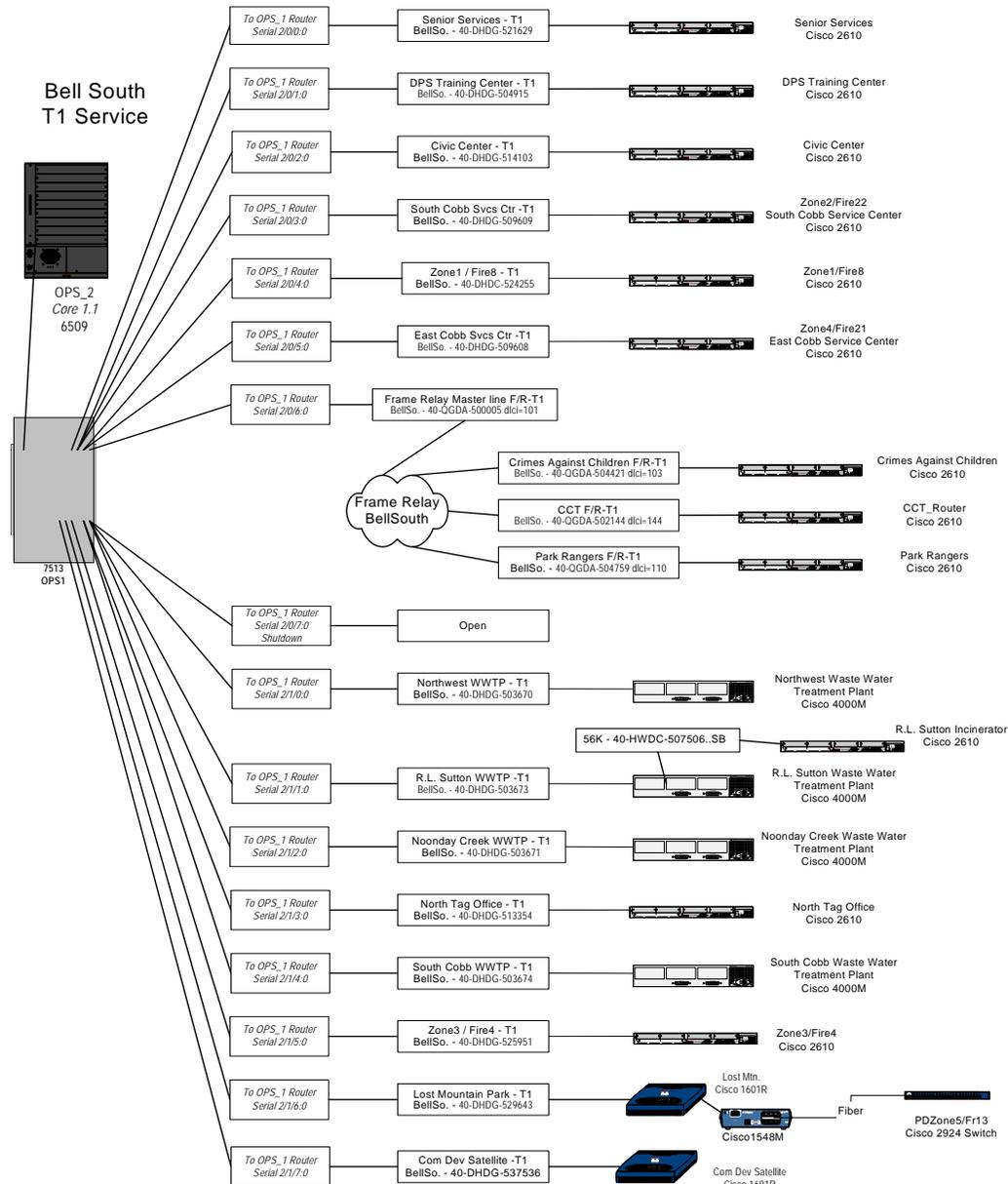
Cobb County... Expect the Best



Appendix B - Links to Remote Sites

2005-2006 Information Services Strategic Plan

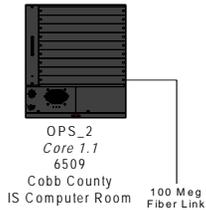
Cobb County...
Expect the Best



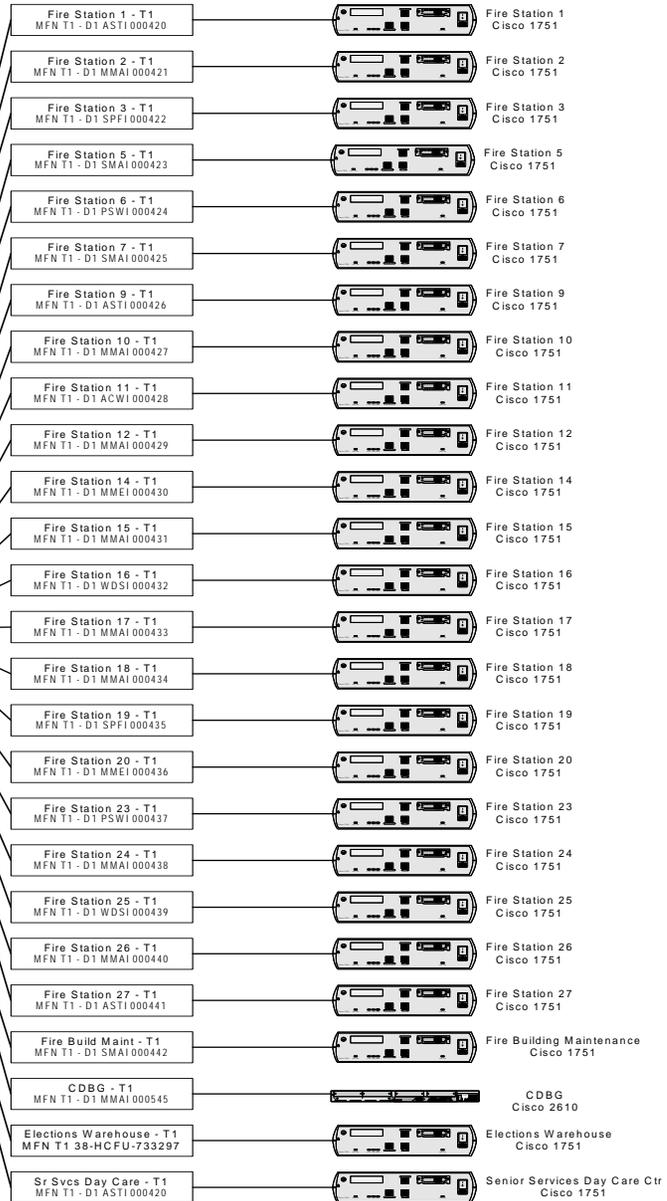


Appendix B - Remote links to Fire Stations

Marietta FiberNet
T1 Service
Fire Stations and other
Miscellaneous



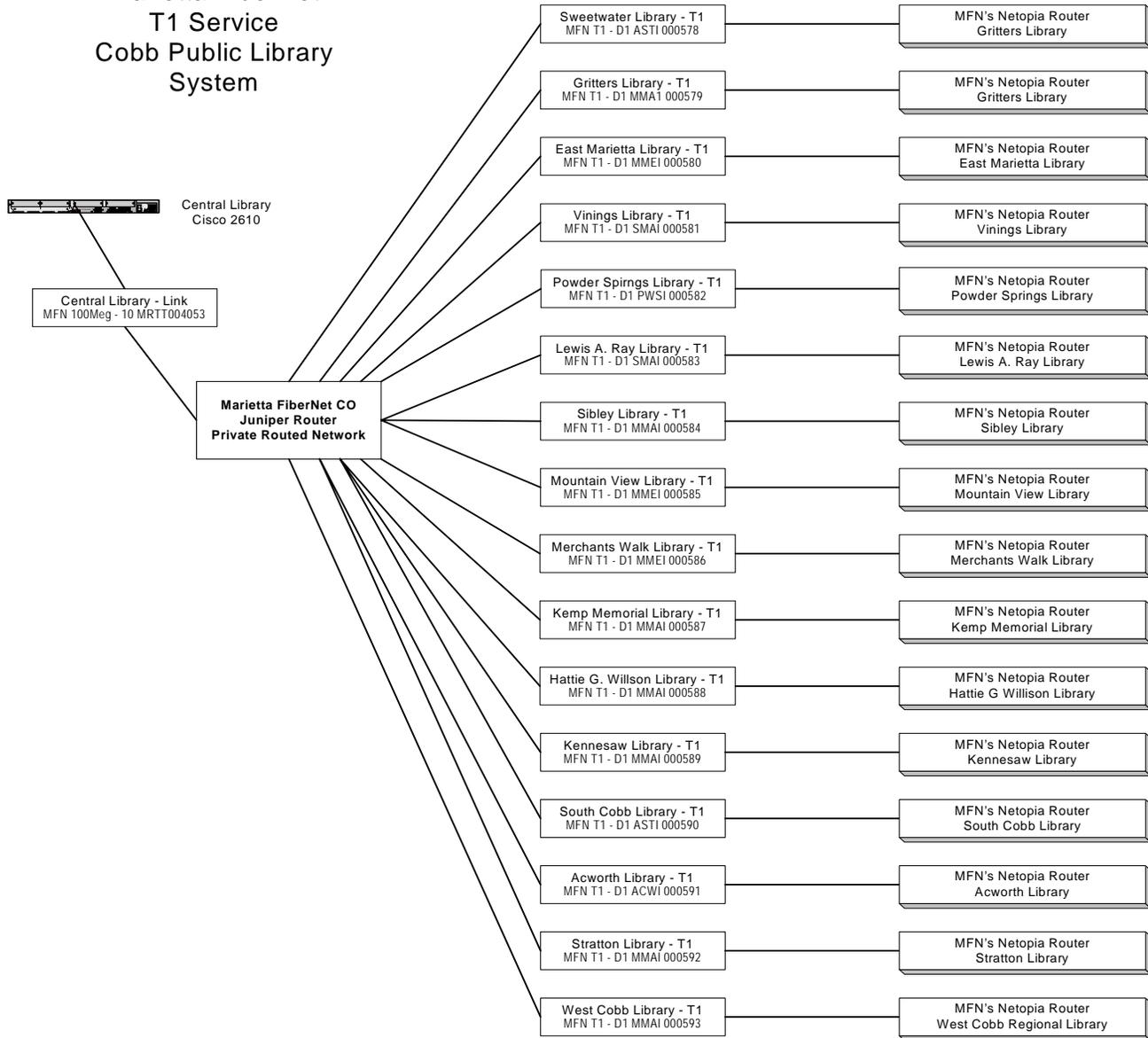
Marietta FiberNet CO
Juniper Router
Private Routed Network





Appendix B - Remote Links to Libraries

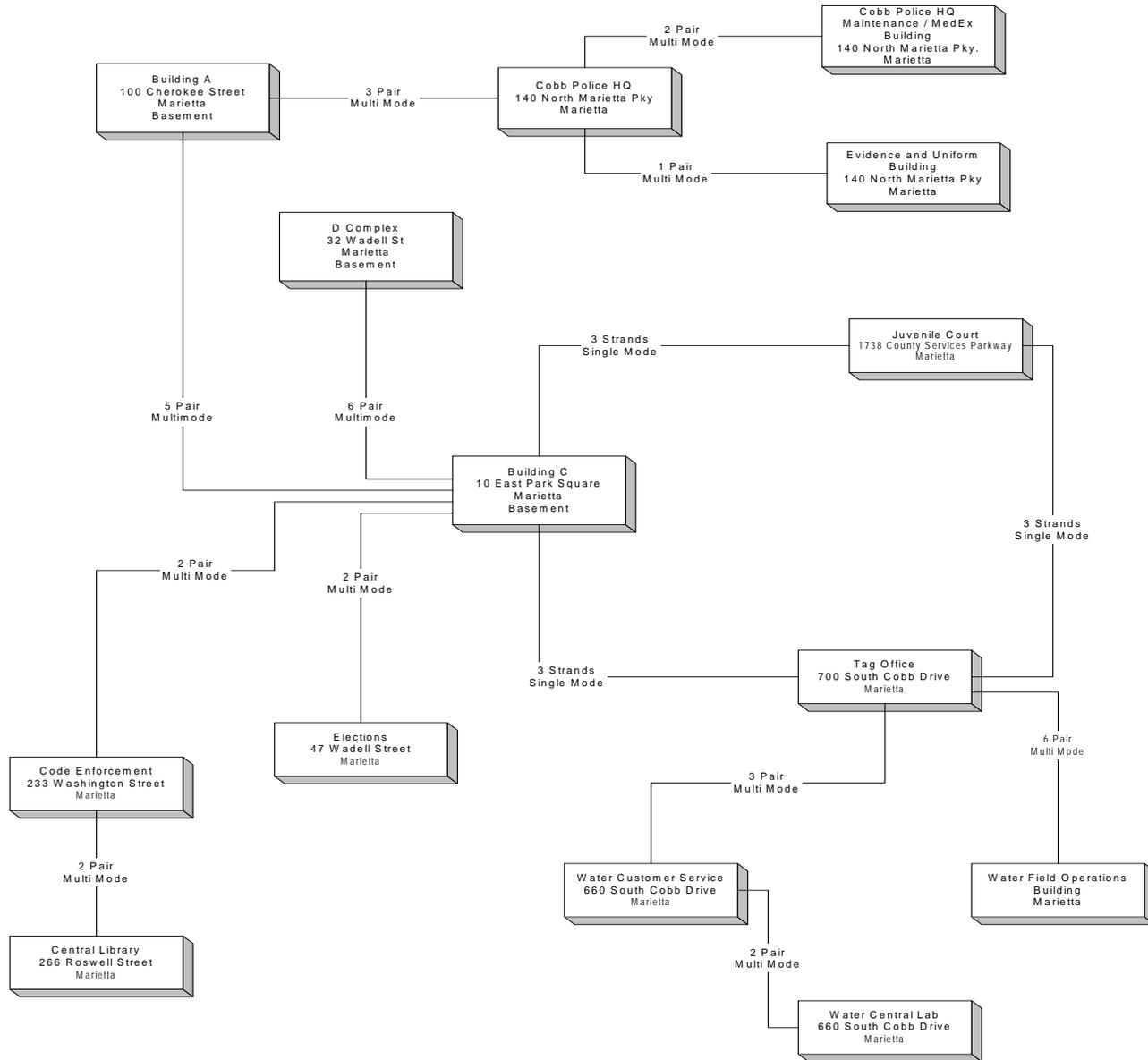
Marietta FiberNet T1 Service Cobb Public Library System





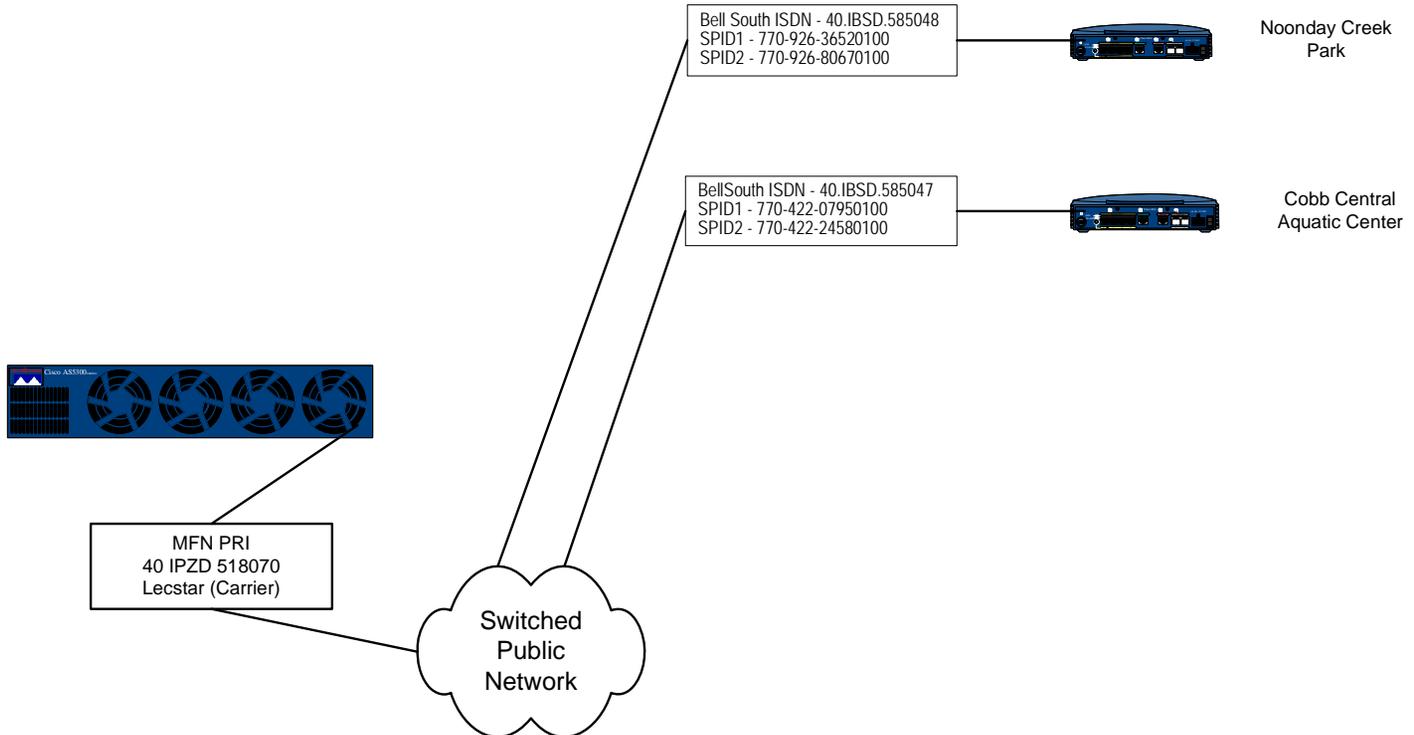
Appendix B - Current Leased Dark Fiber

Leased Dark Fiber





ISDN Circuits



Note: These are being replaced with more robust links



Appendix C - Network Services: Windows Servers

2005-2006 Information Services Strategic Plan

Server	Manufacturer	Application	Disk Space		Warranty Expiration Date
			Used	Available	
ADP1	IBM	TimeCare	12	56	02/01/2005
ADP2	IBM	TimeCare	14	71	02/01/2005
AMS1	HP	AMS	4	15	08/27/2004
AMS2	HP	AMS	16	54	04/15/2006
AMS3	HP	AMS	1	33	04/15/2006
AMS4	HP	AMS	9	17	07/01/2005
AMS5	HP	Oracle	4	18	09/13/2005
AMS7	Dell	Employee Self Service	2	30	05/12/2007
BROSE	Dell	Training	2	5	08/27/2004
CAC1	IBM	DFS, DNS	7	17	12/21/2004
CARSSVR	Compaq	CARS-911	18	36	08/28/2000
CBCBROKER	HP	BI Broker	0	72	07/01/2007
CBCOQ	HP	Open Query	0	145	07/01/2007
CBCOQBAK	HP	Open Query	0	145	07/01/2007
CBCUDT	HP	UDT	0	145	07/01/2007
CBCUDTBAK	HP	UDT (Back-up)	0	145	07/01/2007
CCM-IMAGE	Compaq	Image	25	80	10/16/2002
CCT2	Gateway	SMS, FTP, DC for SS	4	17	06/14/2003
CDBG2	Dell	File & Print Server	47	57	09/10/2005
CDSI	Compaq	Time application, Criss-Cross, Distribution Server	2	4	09/13/2001
CLT-COBB	Dell	Tax Assessor	15	140	04/17/2006
COB1	Dell	DC	19	45	12/27/2004
COB2	Dell	DC	34	50	12/27/2004
COBB (FLEET)	IBM	FLEET	7	10	08/28/2002
COBB1IVR1	Compaq	IVR	6	18	03/03/2006
COBB-MASS	HP	GCIC	22	36	12/28/2004
COBBWEB	Dell	IIS, SQL, Cobb Web	65	85	08/30/2004
CSP1	Dell	SQL 2000, Crystal Reports, ArvView 3.2a, ArcGIS 8.3	5	59	01/24/2005
CSS1	Dell	PCAnywhere	35	42	07/02/2004
CSS2	Dell	I.S. - Datacomm	18	36	10/11/2004
CTNT1	Gateway	CCT	8	20	06/26/2000
CURLY	Dell	Water Payments	4	19	11/08/2005
DHCP1	Gateway	DHCP for Laptops	2	9	03/07/2003

Red Text dates indicate that the server warranty has expired or will expire by the end of 2004



Appendix C - Network Services: Windows Servers

2005-2006 Information Services Strategic Plan

Server	Manufacturer	Application	Disk Space		Warranty Expiration Date
			Used	Available	
DOT1	Dell	ComPlus, ACTRA	66	70	04/17/2002
DOT2	Compaq	MIS Server	3	9	03/07/2003
DOT5	Dell	Bentley	25	68	04/02/2006
DPS1	Dell	DFS, DNS, Term Serv	9	17	12/16/2004
DPS2	Dell	Yellow Pages	5	17	12/16/2004
DPS3	Dell	DNS, File & Print Serv	10	17	12/16/2004
DPS4	Dell	DNS, File & Print Serv	7	17	12/16/2004
DPS5	Compaq	DC	5	17	12/09/2003
DPS-SUS	Gateway	Software Update Service, MBSA	18	28	02/23/2003
DPS-SUS2	Dell	Software Update Services	13	18	09/09/2004
EFILE	Dell	EFILE	8	40	08/27/2004
EVIDENCE	Gateway	Evidence Application	4	9	02/23/2003
EWI_1	Dell	EWI	9	18	03/21/2005
EWI_2	Compaq	EWI	9	18	03/26/2000
FIREAPP	Stratus	FRMS	15	218	12/15/2006
FIREDB	Stratus	FRMS	15	290	12/15/2006
FIREDEV	Stratus	FRMS	15	728	12/15/2006
FIREDEV1	Dell	Microsoft SQL (Test)	7	136	04/01/2007
FIRERPT	Stratus	FRMS	15	728	12/15/2006
GAIN1	Dell	GAIN	17	36	09/16/2005
GISNT1	Dell	RouteMap, SQL2K, GIS Data, ArcSDE	111	133	06/05/2006
GISNT2	Dell	RouteMap, SQL2K, ArcIMS, IIS, Map	85	133	07/06/2003
GISSDE	Dell	SDE, SQL Server 2000	41	633	10/23/2006
HDNT1	Gateway	Magic Helpdesk	2	19	06/14/2003
IMG1	Dell	FileNet, SQL 2K	84	126	11/07/2004
JCNT1	IBM	Scanning 4PP	5	18	05/15/2002
JD2	Gateway	OnTrack	3	10	02/23/2003
MEX1	Dell	Exchange 2003	8	12	12/18/2005
MEX2	Dell	Exchange 2003	60	160	12/18/2005
MEX4	Dell	Exchange 2003	70	130	06/27/2004
PAWN2K	Dell	Pawn	2	10	08/23/2005
PAYMENT	Dell	Water Web	5	18	11/24/2006
PMDC	Stratus	PMDC	4	145	06/15/2007
PRE-TRIAL	Dell	Pre-Trial Data	5	138	07/02/2004
PS0	Dell	DC	43	55	12/27/2004
PSF1	Dell	File & Print Server, Public Safety Data Files	235	290	04/13/2004

Red Text dates indicate that the server warranty has expired or will expire by the end of 2004



Appendix C - Network Services: Windows Servers

2005-2006 Information Services Strategic Plan

Server	Manufacturer	Application	Disk Space		Warranty Expiration Date
			Used	Available	
PSR1	Gateway	Print Server	3	19	02/20/2003
PSR2	IBM	Print Server	3	15	07/14/2001
PSR3	Compaq	Print Server	6	18	10/07/2000
PSR4	IBM	Print Server, Banner 4.1	10	50	07/25/2001
RSK1	Dell	Risk Management	9	21	05/13/2006
RTC1	Dell	Live Communication	4	18	10/31/2004
SMS1	Dell	SQL, SMS	80	170	05/13/2006
SRS1	Dell	Nutrition, ServeTracker	18	42	06/17/2006
SS1	Dell	DC	50	59	12/27/2004
SS2	Gateway	Software Update Services	6	60	02/20/2003
SS3	Gateway	Active Directory, COBB Minutes, COBB Code	120	168	02/20/2003
SS4	IBM	Print Server	7	18	07/14/2001
SS5	Dell	Image Signit	30	355	09/22/2006
SS6	Gateway	Workorder	9	18	12/12/2003
SS7	IBM	IM, Goodlink, MS Instant Messenger	4	27	05/15/2002
SS8	IBM	Banner 4.1	43	72	07/07/2004
SS9	Gateway	Test Banner	9	15	10/22/2003
SWNTRV	IBM	Peachtree Accounting, Compu Weigh	9	36	05/15/2002
TESTPORTA	Gateway	Infotrak	18	36	02/17/2002
TRACS	HP	TRACS	8	18	10/08/2006
TRACS1	Dell	TRACS	8	18	07/31/2004
TRACS2	Dell	TRACS	8	18	09/09/2004
TRACS3	Dell	TRACS	8	18	04/19/2006
TRACS4	Dell	TRACS	8	18	11/09/2004
TRACS5	Dell	TRACS	8	18	11/09/2004
TV1	Dell	Communications	57	367	08/23/2001
VSERVER1	Dell	GeoLocation	8	18	05/12/2007
WAT1	Dell	AD Migrator, NW	123	310	08/16/2005
WAT2	Dell	NmapWIN	13	16	11/07/2005
WAT3	HP	Apache	7	12	11/30/2005
WATER PROTECTION	Dell	DocDepot, Freedom Archive, Opt10 Plus	13	240	02/15/2007
WAT-GIS1	Dell	File & Print	68	358	01/20/2003
WAT-GIS2	Dell	GIS-Water	10	427	01/12/2007
WAT-GIS3	PowerEdge	Water	10	384	04/14/2007
WAT-NAS1	Dell	Network Attached Storage	206	994	01/06/2007
WIA1	Gateway	WorkForce	8	18	01/17/2005

Red Text dates indicate that the server warranty has expired or will expire by the end of 2004



Appendix C - Network Services: UNIX Systems

System	Application	Manufacturer - Model	Operating System	Memory	O/S Disk Size	Data Disk Size	Installation Date
Amsdb	Oracle DB for AMS Finance, HR, ESS, VSS Brass	SUN – SF4800	Solaris 8	16 GB	72 GB	SAN attached	MAR 2003
Amsdev Test	AMS Finance, HR, ESS, VSS	SUN – SF480R	Solaris 8	4 GB	72 GB	SAN attached	MAR 2003
Amsprod1	AMS Finance, HR	SUN – SF480R	Solaris 8	16 GB	72 GB	SAN attached	MAR 2003
Amsprod2	AMS Finance, HR	SUN – SF480R	Solaris 8	16 GB	72 GB	SAN attached	MAR 2003
Amsprod3	AMS ESS, VSS	SUN – SFV440	Solaris 8	8 GB	72 GB	SAN attached	JUN 2004
Aunt-bee	Police RMS	HP – T600	HPUX 11.11	2 GB	16 GB	200 GB	APR 1995
Bazaar	FTP Portal, EWI Interface	SUN – Ultra5	Solaris 2.6	128 MB	2 GB	20 GB	MAY 1996
Cobb_cad	911 CAD	Stratus – Continuum	HPUX 10.20 + fault tolerant	256 MB	12 GB	16 GB	JUL 1997
Cobb_dev Test & Back-up	Backup 911 CAD	Stratus – Continuum	HPUX 10.20 + fault tolerant	128 MB	22 GB	26 GB	JUL 1997
Cobb_mss	GCIA/NCIC Portal	HP – RP5470	HPUX 11.11	1 GB	36 GB	72 GB	NOV 2002
Dilbert Test	Development for Public Safety	HP – K460	HPUX 11.11	2 GB	8 GB	108 GB	JUN 1998
Dirt	UniVerse DB, FAST Resizing Tool, Land Records, Elections	HP – D390	HPUX 10.20	1.5 GB	18 GB	18 GB	AUG 1999
Dripper	Old Water Application	HP – T500	HPUX 10.20	1 GB	9 GB	18 GB	APR 1995
TBD	Enterprise Back-up	IBM – P630	AIX	TBD	TBD	TBD	SEP 2004

Red Text dates indicate that the system is near or beyond its end-of-life (ave. system life = 5 years)



Appendix C - Network Services: UNIX Systems

System	Application	Manufacturer - Model	Operating System	Memory	O/S Disk Size	Data Disk Size	Installation Date
Lawman1	Judicial Banner, Oracle	SUN – SF4800	Solaris 2.8	8 GB	18 GB	480GB	JAN 2001
Lawman2 Test & Production	Judicial Banner, Oracle, Oracle Portal, Apache Web Server	SUN – SF4800	Solaris 2.8	8 GB	18 GB	240 GB	JAN 2001
Purple	Sunray Server, AMS Loghost	SUN – SB100	Solaris 8	1 GB	20 GB	N/A	JAN 2001
SFMSP	Tax/Legal Loghost	SUN – SB100	Solaris 8	1 GB	15 GB	N/A	JAN 2001
SunBlade 150	Oracle DBA Development	SUN – SB150	Solaris 8	512 MB	20 GB	N/A	JAN 2001
Taxman1	Las Tax App, Samba, Oracle	SUN – SF4800	Solaris 2.8	8 GB	18 GB	480GB	JAN 2001
Taxman2 Test & Production	Jitters (Tag Office), Oracle	SUN – SF4800	Solaris 2.8	8 GB	18 GB	240 GB	JAN 2001
Thelma	Sheriff RMS	HP – T600	HPUX 10.20	1 GB	16 GB	128 GB	APR 2005
Vems	C-Media	DELL – PE1750	Redhat ES	512 MB	36 GB	673 GB	MAY 2004
Vemscase	C-Media	DELL – PE1750	Redhat ES	1 GB	36 GB	N/A	JAN 2004
Vemslib	C-Media	DELL – PE1750	Redhat ES	TBD	TBD	TBD	SEP 2004
Vemsstreamer	C-Media	DELL – PE1750VUFU	Redhat ES	1 GB	36 GB	807 GB	MAY 2004
Water1	Water Banner/Oracle 9, Postware (Zip Code Sorter)	HP – RP7400	HPUX 11.11	4 GB	36 GB	SAN attached	JAN 2003
Water2	Water Banner/Oracle 9, Postware (Zip Code Sorter)	HP – RP7400	HPUX 11.11	4 GB	36 GB	SAN attached	JAN 2003
Waterdev Test	Water Banner/Oracle 9, Postware (Zip Code Sorter)	HP – RP5430	HPUX 11.11	4 GB	36 GB	SAN attached	DEC 2002

Red Text dates indicate that the system is near or beyond its end-of-life (ave. system life = 5 years)



Appendix D – Metric & Measures Reports

8.02.2004 Summary Performance Report July 1, 2004 - July 31, 2004 Summary Month

Monthly Uptime Report



SERVER	CLIENTS	Monthly Hours	Planned Outage	Unplanned Outage	Comments	Availability
ADP1	TimeCare	744				99.99%
ADP2	TimeCare					100.00%
AMS1	AMS Test Server					100.00%
AMS2	Finance/HR					99.99%
AMS3	Finance/HR					100.00%
AMS4	Finance/HR					100.00%
AMS5	AMS Web Server					99.97%
AMS7	VSS/ESS					99.98%
AMSDB	Unix					99.97%
AMSDEV	Unix					100.00%
AMSPROD1	Unix					100.00%
AMSPROD2	Unix					100.00%
ANNONA	Tag					99.97%
AuntBee	Unix					100.00%
Bazaar	Unix					99.78%
BRAIN	Hanson App					100.00%
CAC1	PS					99.98%
CARSSVR	PS					100.00%
CBCBROKER	CAD system					99.98%
CBCOQ	CAD system					100.00%
CBCOQBAK	CAD system					99.98%
CBCUDT	CAD system					99.99%
CBCUDTBAK	CAD system					99.97%
CCM-IMAGE	Court Imaging					100.00%
CCT2	DOT/Transit				Datcomm (T1) failure	98.27%

2005-2006 Information Services Strategic Plan



Appendix D – Metric & Measures Reports

Sample I.S. Work Plan

<u>Business Relations Division</u>	Resp	% PY	% 1Q	% 2Q	% 3Q	% 4Q	Est Comp Date	Comments
BUS. APPLICATIONS IMPLEMENTATION/UPGRADES:								
AMS project - Human Resources management component	Biggs/Pritchett/ Perren		25%	90%	95%		Jun-04	Launched in March, Post-implementation support and support training with AMS in April.
AMS project - BRASS	Biggs/Richards			100%			Mar-04	Complete
Building Permits upgrade	Pritchett Ball			90%	100%		Dec-04	Completed in Apr '04
Business License - rewrite - ON HOLD	Pritchett/Ball	10%	10%	10%	10%		Oct-04	Funding requested for 06 budget for RFP.
Fire - new Records Management System, Release 1	Biggs/Jones	10%	25%	40%	60%		Aug-04	
GIS - Geo database (for point addresses)	Biggs/Scharff			10%	15%		Dec-04	RFP completed, vendor selection April 04, contract by May 04, pilot project implementation by Dec 04
GIS - eTrans (for address ranges)	Biggs		25%	50%	50%		Oct-04	Addendum added to contract to modify data model to meet Motorola needs.
GIS - Countywide addressing implementation (requirements definition only)	Biggs/Williams		10%	10%	10%		Dec-04	Project to begin by Aug 04. New project manager getting background information.
GIS - Parcel Enterprise Geodatabase Design	Biggs				15%		Aug-04	Estimated completion Oct 04



**Sample Weekly Productivity Report by Employee
from August 30, 2004 - September 3, 2004**

	Incidents	Average Time To Close (DD:HH:MM)		Work Orders	Average Time To Close (DD:HH:MM)
Call Center					
BARNES	88	0:20:55		7	0:03:16
JOSEPH	61	1:11:12		5	0:05:34
SubTotal	149			12	
Client Support					
ADAMS	0	0:00:00		20	1:00:14
BRIDGES	0	0:00:00		1	0:01:05
DALLAS	0	0:00:00		0	0:00:00
DENNISON	0	0:00:00		5	1:07:43
FILZEN	0	0:00:00		0	0:00:00
FORD	5	0:01:55		5	0:16:44
HAWKINS	0	0:00:00		7	1:04:53



Appendix D – Metric & Measures Reports

2005-2006 Information Services Strategic Plan

Sample Daily Call Aging Report Open Work Orders With Associated Incident Calls September 13, 2004				Legend:	Severity ID	Late	Warning	OK	SLA
				Problem	1 CRITICAL	> 8 hrs	6-8 hrs	< 6hrs	Respond w/in 30 min; Remain focused until resolved
					2-IMMEDIATE	> 3days	1-2 days	< 1day	Respond w/in 30 min; Resolve w/in 8 bus hrs
				Request	3-MODERATE	> 3 days	2-3 days	< 2days	Respond within 1 hr; complete within 3 bus days
					4-NORMAL	> 5days	4-5 days	< 4days	Respond w/in 1 day; complete w/in 5 bus days
Project	5-PROJECT	>15days	10-15days	< 10days	Respond w/in 1 day; Complete w/in 15 bus days				
Inc #	WO	Opened	Client Name	Subject ID	Dept Name	Assigned To	Days Old	Severity ID	Problem Description
		Date/Time					(DD:HH:MM)		
5346	2812	Sep, 13, 2004 07:29	TOMMIE WASHINGTON	APP	Public Safety	MONGER	0:0:44	2 - IMMEDIATE	'DAREA' command extremely slow in executing.
5346	2813	Sep, 13, 2004 07:30	AL CURTIS	NET	Purchasing	STEWART	0:0:44	3 - MODERATE	Fleet Anywhere server is down.
5346	2810	Sep, 13, 2004 07:37	Randy Henson	APP_TIMECARE	Information Services	ADAMS	0:0:36	3 - MODERATE	Time Clock # 7201 missed PM poll on 9/10/04, and missed both AM & PM polls on 9/11/04 and 9/12/04. Noonday Creek Park. Please try to manually poll the clock.
5345	2800	Sep, 10, 2004 15:35	JOHN MARCHANT	NET_WIN_AD_CRT	Information Services	CHAFIN	2:16:38	3 - MODERATE	Needs AD account and email set up Gordon Kilgore. Sheriff Office 770-499-4223 004458
5345	2805	Sep, 10, 2004 16:41	EDWARD HUGHES	NET_WIN_AD_CRT	Information Services	GARRETT	2:15:33	3 - MODERATE	Need new network account: Kimberly Denise Richards Sheriffs Office 770 499 4652
5345	2804	Sep, 10, 2004 16:42	William Headrick	APP_BANNER_WAT	Water Department	CHAFIN	2:15:31	3 - MODERATE	Icon for Banner shows Access denied. \\Wat2\Banshare\Prod\31SP2\admin\BannerProd.bat Access also denied when clicking the batch file. Problem comes and goes.
5345	2807	Sep, 10, 2004 16:48	JOHN MARCHANT	NET_WIN_AD_CRT	Information Services	CHAFIN	2:15:26	3 - MODERATE	Kimberly Denise Richards needs AD and Email account. 770-499-4711 Sheriff Administration



Call Summary by Department From July 1, 2004 to July 31, 2004			
Department	Current Open Calls	Closed Calls	Average Time Open (DD:HH:MM)
CobbWorks	0	14	2:22:41
Communications	0	6	0:09:02
Community Development	0	57	1:10:27
County Attorney	0	8	0:13:40
County Clerk	0	3	1:21:24
County Manager	0	5	1:18:56
Department of Transportation	1	133	0:21:19
Economic Development	0	3	4:05:43

2005-2006 Information Services Strategic Plan



CFRMS Release 1

Lonnie Jones

Project Timeline: 11/01/2003 - 01/01/2005 **Report Date:** 9/5/04 – 9/10/04

Project Phase	Envision	Plan	Develop	Stabilize	Deploy	Transition
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Overall Project Status	Green	Schedule	Green	Scope	Green	Quality	Green	Resources	Green	Budget	Green
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Next Project Milestone: Release 1 Completion of Functional Design Specifications – 9/24/2004

Description: CFRMS Release 1 includes a total replacement for the following Fire applications currently in use on the Aunt-Bee system: Incident Reporting, Personnel Management, Facility Management, and Apparatus Management.

Red Flags: (example: Problems/issues that will definitely jeopardize the due date of the project or a major milestone, will impact the project's budget, or affect the expected functionality of the project/application. Note: Items that had been reported as red flags in an earlier report might be shown as completed tasks or open issues with an asterisk on this report)

- None

Yellow Flags: (example: Problems/issues that may jeopardize the due date of the project or a major milestone, may impact the project's budget, or possibly affect the expected functionality of the project/application. Note: Items that had been reported as yellow flags in an earlier report might be shown as completed tasks or open issues with an asterisk on this report.)

- None

Customer Satisfaction Index: (example: Is the customer happy, concerned, unhappy, not engaged, confused, etc – Provide explanation if warranted.)

- Customer is Happy!!!!!!!!!!!!!!!
- Customer's last status report: 8/20/2004
- Customer's last bi-monthly update: 2/26/04

Project Team

Name	Position or Role	% Time	Comments
Becky Denlinger	Fire Chief – Customer	-	
Greg Thompson	Product Manager	5	
Cathy Brandt	User Advocate	100	
Dominick Druda	Operations Advocate	5	
Tony Thompson	Support Advocate	10	
Delano Carter	Technical Advisor	25	
Lonnie Jones	PM/Development Lead	100	
John Dentler	Software Engineer	100	
Venkat Alladi	Software Engineer	100	
Sai Gorrepati	Software Engineer	100	
Michael Ashton	Database Administrator	5	
Vaughan Nasse	System Administrator	5	
Tim Jackson	Contract Database Administrator	100	
Jamal Shareef	Contract Business Analyst	50	

2005-2006 Information Services Strategic Plan



CFRMS Release 1

Lonnie Jones

Janet Jenkins	Contract Business Analyst/QA Mgr.	100
Cheryl Wallace	Business Analyst/Sharepoint Developer	75

Activity Summary:

Completed Tasks (*Marked items were previously reported as, or are currently related to, either yellow or red flags)

- Received first cut of personnel data from HR AMS system.
- Development MSDN subscription has been renewed and I received the new log on information.
- Tony has identified a third party product "Avaya" as a potential solution for sending and receiving fax electronically. Tony will provide details on the product's capabilities.

In-progress Tasks

- Received Project Advisory Team approval on the following modules:
 - NFIIRS Basic Module
- Project Advisory Team Reviewing the following modules:
 - NIFRS Fire and Structure Fire Modules
 - Personnel Management Module
- Modules Waiting for the Project Advisory Team to review
 - Apparatus Management Module
 - Fire Investigations Module
 - Fire Service Casualty Module
 - Civilian Casualty Module
 - Hazmat Module
 - Wildland Fire Module
 - NIFRS Fire Investigations
- Requirement Worksheets Waiting for the User Advocate(s) to review
 - NIFRS Personnel Module
- Lonnie: reviewed the weekly backup status with Operations to ensure the backups are working properly.
- Review SQL Server backups and performance status for Fire Servers with Michael Ashton.
- Track progress of Universal Data Transfer installation. The UDT is an interface that allows the user to define the data elements they want to transfer between the UDT and any RMS (Records Management System) the user desires. The UDT is included with standard feeds/reports that can be modified by the user or the user can create a new feed/report if

2005-2006 Information Services Strategic Plan



CFRMS Release 1

Lonnie Jones

they desire. Motorola has tasks within their project plan to train Cobb County on the use of the UDT.

The UDT training has been scheduled for September 28, 2004. John Dentler will attend the training.

- Track progress of building the GIS Web Services for address validation and creating static maps based on a list of addresses. Venkat will create an architectural design document that outlines our approach to building the Web Services.

Ed Biggs informed us that ESRI ARCIMS 9.0 has Web Services as part of the product that does address validation. We are researching to see if version 9.0 has the ability to return a static map when passed a range of address.

Planned Tasks

- Lonnie, Tim and Cheryl will get a demo of the Oracle Discovery reporting solution from Phillip Adams and demo the SQL Report Services solution to Phillip to determine what reporting solution works best for the CFRMS application.
- The bi-monthly Customer update meetings will restart in September, exact date TBD.
- Tim\Michael: Restore SQL Databases on all Fire servers from Veritas Tape backups.
- Determine if Group 1 Solutions will provide Pre-Fire Plan modules.

Open Action Items: (*Marked items were previously reported as either yellow or red flags)

- EMS patient data is integrated with the new incident reporting specification developed by FEMA. Some data fields, such as patient name, are excluded. If the fire department continues to use Patient Care Report (PCR) forms to collect this data, it means that two sets of data will exist for many data fields. In addition, will the new PCR capture the needed information to replenish the Drug boxes at the ALS and BLS stations?
- Installation of Fire PC's schedule has changed from end of August to the first week of November. If the schedule slips past this date, the schedule for CFRMS Beta testing will be impacted.

Project Resource Needs/Issues (Please list any resource or staffing needs/issues for the project)

Project Opportunities (Please list any opportunities that may allow the project to come in ahead of schedule, under budget, more functionality, ability to leverage as an enterprise solution, etc.)

- Use of Microsoft Sharepoint Portal provides Cobb County with a possible solution to satisfy ongoing document management requirements.
- During a JAD session with Von of facilities it was determined that if faxes could be received electronically it would eliminate the need to scan invoices and work orders from vendors to attached to CFRMS records.

2005-2006 Information Services Strategic Plan



CFRMS Release 1

Lonnie Jones

Additional Comments/Observations for this Reporting Period

- Lonnie: Status on Panasonic Toughbook tablet PC
Update: A business justification forwarded to Yolanda will allow her to submit our request to the County Manager for approval.
- Work with Cobb IS to develop strategy to move Cobb IS Sharepoint Portal site from Fire Rpt server to an IS server.
Update: Yolanda Rucker and Chief Denlinger discussed issue and decided that IS would only use the Fire Rpt server Portal for testing only. IS will not deploy any production Sharepoint sites on the Fire servers.



Appendix D – Metric & Measures Reports

2005-2006 Information Services Strategic Plan

Information Services Department Review ACTION PLAN - STATUS REPORT

Categories		Item	Who	Date	2004												Comments										
AM	CS	CM	PI	TR	BG	MT	PR	JS	JD	YR	Mgr	Other	Due	Cmpl	2Q04			3Q04			4Q04						
		#	PR	JS	JD	YR	Mgr	Other							Jan	Feb		Mar	Apr	May	Jun	Jul	Aug	Sep			
Budget & Resource Management																											
x					x										07/04	07/04											Completed. Admin now maintaining RIOSCAN database of all PCs and peripheral devices. On-going process to verify information in database and make changes.
																											Completed
x															01/04	01/04											Completed
x															08/04	08/04											Completed. Adds/deletes are being provided to maintenance vendor on a quarterly basis. New lease vendor will use tracking software providing more detailed info than we are currently tracking as part of the de-install/install process. This will be an on-going process. Procedure has been mapped with Bus Rel for updates to inventory for adds/deletes/changes. Needs to be finalized and put into practice.
																											Completed.
x															08/04	06/04											Completed. Tom & Emile attended training and will attend SMS 2003 training. In process of training add desktop people as backups. Pushed applications to desktop using SMS. Continuing to look for training opportunities and ways to utilize capability. Goal for 2004 to be two deep as SMS administrators and to grow addtl administrators in 2005.
x															03/04	03/04											Completed. Increasing use of SMS to audit PCs and push patches out. Used SMS to identify assets with exception of some WIN98 desktops.
																											Completed
x															07/04	07/04											Completed
x															04/04	04/04											Completed
x															06/04												Will review at next meeting.
x															07/04	07/04											Completed
x															08/04												Approval is already in use in AMS system but internal process needs further definition.
x															08/04												Completed

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Ruth, Paul

From: Pritchett, Steven
Sent: Wednesday, September 15, 2004 8:19 AM
To: Information Services
Subject: IS Dashboard

Cobb IS Dashboard

Customer Communications: Key to Success

Date: 09/15/2004

*If infrastructure/applications are down or having problems then a Y (yellow), or R (red) will be shown in the status to the right. Details of the problem(s) will be described in narrative blocks below.

TODAY'S NEWS:

PC Replacements:

Sept 15th: ComDev, Public Safety

Sept 16th: Public Safety

Sept 17th: Public Safety, Tax Assessors, Property Management

Sept 22nd: DOT

Sept 23rd: CCT

Planned Outage:

Superior Court Building: Sept 18 – 19, 2004. Updating network switches.

Water Production System: Oracle RAC install begins 09-20-04 on the Water Production System. The Production Database and Application (Banner) must be moved to the Waterdev server for a period of two weeks.

Planned Deployment:

System / Application	Status G, Y, R
Infrastructure	G
Nightly Production	G
Email	G
	G
Telecommunications	
Voice	G
Data	G
Security	G
Planned Outages	See Below
Core Applications	Status
	G, Y, R
Public Safety	G
GIS	G
GIS Web Server	G
GIS SIDE Server	G

9/15/2004

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GIS CSP1	G
GIS Backup	G
Judicial	G
Administrative	G
Utilities	G
Tax Systems	G
Red Systems: *Severe impact, application/system not functional.	
System:	
Issue:	
Impact:	
Resolution:	
Yellow Systems: *Moderate impact, application/systems functional, but limited.	
System:	
Issue:	
Impact:	
Resolution:	
Planned Outages:	
Wat1/2, Superior Court Building Network	
System: Water	
Date: Sept 19	
Issue: Oracle RAC install begins 09-20-04 on the Water Production System. The Production Database and Application (Banner) must be moved to the Waterdev server for a period of two weeks.	
Impact: Water Dispatch operators will be unable to access the application from 02:00 09-19-04 until 12:00 09-19-04	
System: Superior Court Building network switches	
Date: Sept 18 - 19 2004	
Issue: Updating network switches in Superior Court building	
Impact: Occupants of Superior Court Building	
Planned Deployments / Upgrades	
Type:	
Date:	
Status:	
Description:	

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9/15/2004

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DEPARTMENT OF PUBLIC SAFETY

SYSTEM STATUS REPORT

August 2004

The following information will give an overview of system availability for the Public Safety Department and the Sheriff's Office for the month of August 2004. This information is intended to provide a broad scope of system availability and provide a brief description of events that caused any system to be unavailable for use by Public Safety or Sheriff's Office personnel from August 1, 2004, through August 31, 2004.

System availability times listed below include the time each application was up and available. Instances of individual workstations, terminals, or printers being unavailable are not included in this report.

AUNT-BEE

<u>Scheduled Uptime</u>	<u>Scheduled Downtime</u>	<u>Unscheduled Downtime</u>	<u>%Uptime</u>
744.00 Hours	0.00 Hours	0.00 Hours	100.00%

CAD/2000

<u>Scheduled Uptime</u>	<u>Scheduled Downtime</u>	<u>Unscheduled Downtime</u>	<u>%Uptime</u>
744.00 Hours	0.00 Hours	0.00 Hours	100.00%

PSF1

<u>Scheduled Uptime</u>	<u>Scheduled Downtime</u>	<u>Unscheduled Downtime</u>	<u>%Uptime</u>
744.00 Hours	0.00 Hours	0.00 Hours	100.00%

MESSAGE SWITCH

<u>Scheduled Uptime</u>	<u>Scheduled Downtime</u>	<u>Unscheduled Downtime</u>	<u>%Uptime</u>
744.00 Hours	0.00 Hours	0.00 Hours	100.00%

THELMA

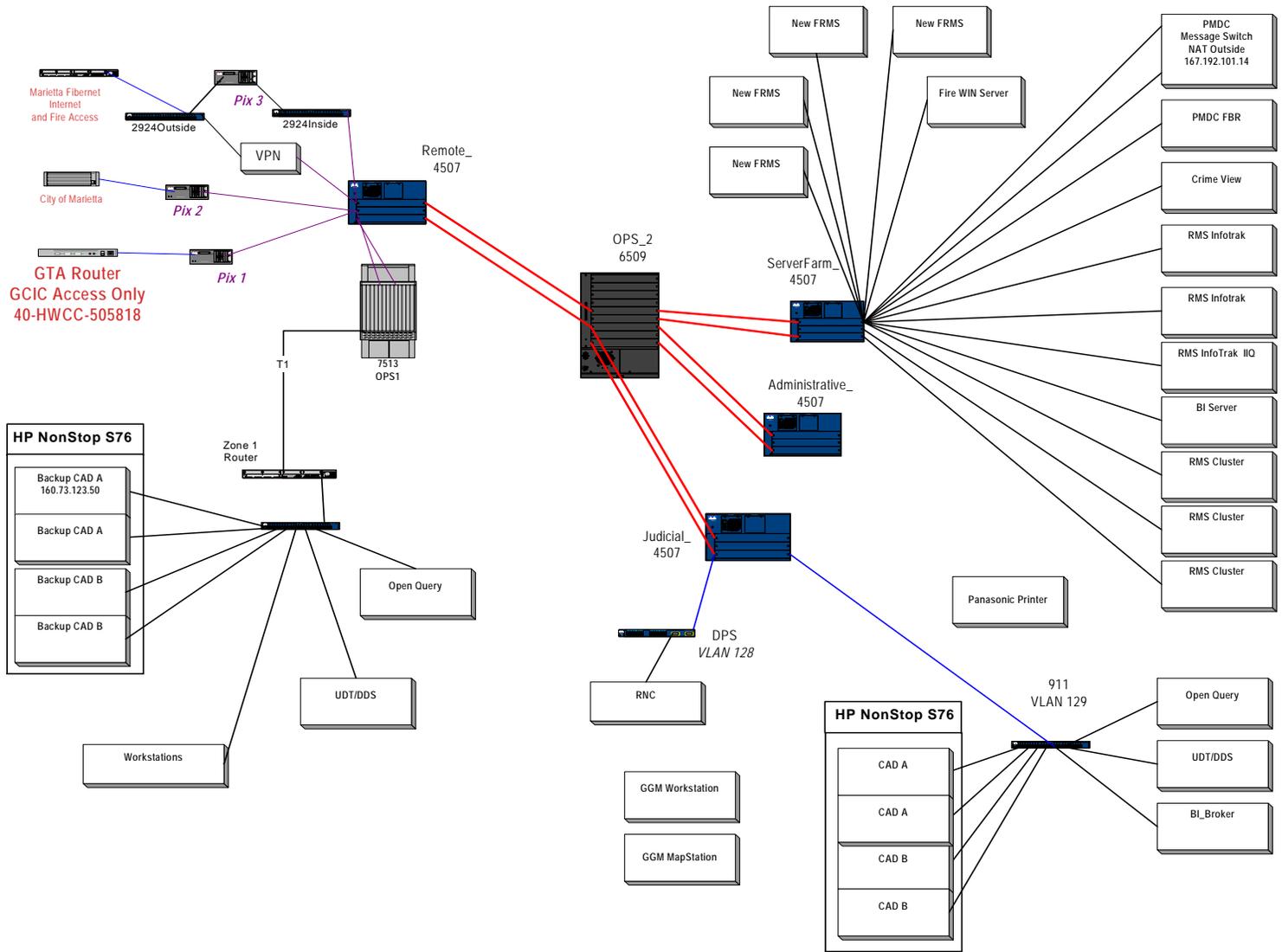
<u>Scheduled Uptime</u>	<u>Scheduled Downtime</u>	<u>Unscheduled Downtime</u>	<u>%Uptime</u>
744.00 Hours	4.00 Hours	0.00 Hours	99.46%

TheLma was down on August 15, 2004, for 4.0 hours from 8:00 AM to 12:00 PM due to scheduled system maintenance.



Appendix E - Network Services – Motorola Layout GCIC

2005-2006 Information Services Strategic Plan



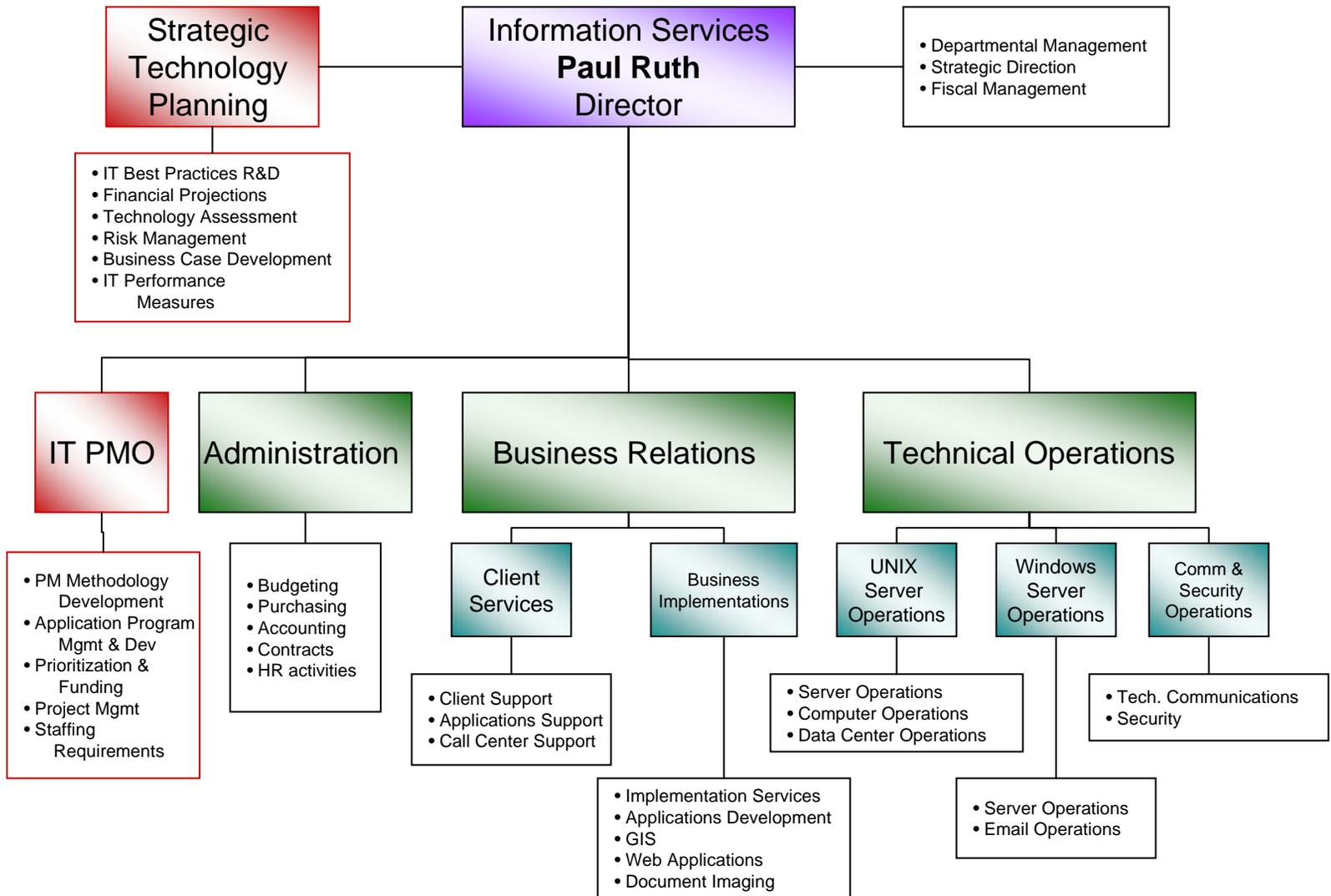


- Provide a single architecture to deliver both voice and data communications.
- Reduce operational cost by eliminating the majority of the recurring telephone charges.
- Reduce maintenance overhead by consolidating the technologies.
- To realize greater application opportunities as new methods of deployment are available.



Cobb County Information Services – Future Organization

2005-2006 Information Services Strategic Plan



 Proposed