



# BOARD OF COMMISSIONERS

1 S. Main St., 9th Floor  
Mount Clemens, Michigan 48043  
586-469-5125 FAX 586-469-5993  
[macombcountymi.gov/boardofcommissioners](http://macombcountymi.gov/boardofcommissioners)

## TECHNOLOGY AND COMMUNICATIONS COMMITTEE

MONDAY, FEBRUARY 2, 2009

### AGENDA

1. Call to Order
2. Pledge of Allegiance
3. Adoption of Agenda
4. Approval of Minutes of the Legislative and Administrative Services Committee (previously distributed)  
Dated 12-01-08
5. Public Participation
6. Department of Information Technology 2008 Accomplishments Report (mailed)
7. Monthly Report from Office of Public Affairs (mailed)
8. Report from Lobbyist (mailed)
9. New Business
10. Public Participation
11. Adjournment

**MEMBERS:** Accavitti-Chair, Boyle-Vice Chair, DiMaria, Szczepanski, Duzyj, Bruley, D. Flynn, Mocer, Sprys and Gielegem (ex-officio)

## MACOMB COUNTY BOARD OF COMMISSIONERS

Andrey Duzyj - District 1  
Marvin E. Sauger - District 2  
Phillip A. DiMaria - District 3  
Toni Mocer - District 4  
Susan L. Doherty - District 5

Sue Rocca - District 7  
David Flynn - District 8  
Robert Mijac - District 9  
Ken Lampar - District 10  
Ed Szczepanski - District 11

James L. Carabelli - District 12  
Don Brown - District 13  
Brian Brdak - District 14  
Keith Rengert - District 15  
Carey Torrice - District 16

Paul Gielegem  
District 19  
Chairman

Kathy Toeco  
District 20  
Vice Chair

Joan Flynn  
District 6  
Sergeant-At-Arms

Ed Bruley - District 17  
Dana Campbous-Peterson - District 18  
Irene M. Kepler - District 21  
Frank Accavitti Jr. - District 22

William A. Crouchman - District 23  
Michael A. Boyle - District 24  
Kathy D. Vosburg - District 25  
Jeffery S. Sprys - District 26

RESOLUTION NO. \_\_\_\_\_ FULL BOARD MEETING DATE: \_\_\_\_\_  
AGENDA ITEM: \_\_\_\_\_

MACOMB COUNTY, MICHIGAN

RESOLUTION TO: Receive and File Department of Information Technology 2008  
Accomplishments Report

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications  
Committee

COMMITTEE/MEETING DATE  
TAC February 2, 2009  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**MACOMB COUNTY**  
**DEPARTMENT of INFORMATION TECHNOLOGY**  
**2008**  
**ACCOMPLISHMENTS REPORT**

Presented to Technology and Communication Committee  
February 02, 2009



**MACOMB COUNTY**  
**LEGISLATIVE AND ADMINISTRATIVE SERVICES**  
**COMMITTEE - 2008**

**Peter J. Lund - Chair**  
**Jon M. Switalksi - Vice Chair**  
**Brian Brdak**  
**Ed Bruley**  
**Susan Doherty**  
**Leon Drolet**  
**David Flynn**

**Joan Flynn**  
**Sue Rocca**  
**Marvin Sauger**  
**Betty Slinde**  
**Ed Szczepanski**  
**Kathy Vosburg**  
**William Crouchman (ex-officio)**



## **INFORMATION TECHNOLOGY Mission Statement**

*IT was established and is maintained by the Board of Commissioners to assist all County departments and agencies in analyzing and implementing improvements in office procedures. The IT department proactively services Macomb County departments and agencies with respect to their computer and network based technology solutions to enhance County business processes. Additionally, IT continually analyzes, evaluates and assesses the computer technology marketplace in order to advance the most cost-effective and strategic solutions.*

Adopted Full Board May 21, 1997

IT - February 2008



## **INFORMATION TECHNOLOGY Fundamental Principles**

### **DEFINE THE VISION, AND KEEP A FOCUS ON THE VISION**

*FOCUS ON CLIENT DEPARTMENT NEEDS  
FOCUS ON CONSTITUENT NEEDS  
FOCUS ON BUSINESS COMMUNITY NEEDS  
FOCUS ON COST SAVINGS*

### **VIEW INFORMATION TECHNOLOGY AS AN INVESTMENT**

*CRITICAL TO COUNTY'S ABILITY TO DELIVER SERVICES  
STRATEGIC  
WHERE BUSINESS NEEDS DRIVE THE TECHNOLOGY NEED*

### **TAKE A GLOBAL/ENTERPRISE PLANNING/DESIGN APPROACH TO PROJECTS**

*APPROACH RESULTS FROM THE END-END-USER VIEW  
UNDERSTAND INTERNAL AND EXTERNAL NEEDS (BACK OFFICE VS. PUBLIC)  
UNDERSTAND INTER- AND INTRA-DEPARTMENTAL RELATIONSHIPS  
UNDERSTAND BUSINESS PROCESS AND INFORMATION FLOWS  
IMPLEMENT IN PHASES*

Adopted Full Board March 19, 2008

IT - February 2008



## **INFORMATION TECHNOLOGY Fundamental Principles (cont.)**

### ***INNOVATE (DON'T JUST AUTOMATE)***

#### ***FIND NEW WAYS TO DO THINGS - BE CREATIVE***

#### ***PEOPLE ARE THE MOST VALUABLE ASSET***

***CONTINUE INTERNAL TRAINING***

***PROMOTE COMPETENCY***

***RECRUIT PEOPLE WITH EXPERIENCE***

***DEVELOP PARTNERSHIPS WITH SKILLED "DO-ERS"***

***100% CLIENT COMMITMENT LEVELS: DECISION-MAKERS AND OPERATIONAL STAFF***

#### ***APPLY QUALITY ASSURANCE PRINCIPLES***

***QUALITY IN THE PROCESS***

***ADHERENCE TO STANDARDS AND PROCEDURES***

Adopted Full Board March 19, 2008



## **INFORMATION TECHNOLOGY Fundamental Principles (cont.)**

### ***WHEN REPLACING SYSTEMS***

***LOOK AT VENDOR PACKAGES OR HOSTED SOLUTIONS FIRST***

***WITH ONGOING TRAINING AND SUPPORT***

***MINIMIZED CUSTOMIZATIONS***

***USING PROVEN TECHNOLOGIES***

***APPLICABILITY TO LOCAL UNITS OF GOVERNMENT***

### ***KEEP THINGS SIMPLE AND SECURE***

***NETWORK SECURITY IS PARAMOUNT***

***UTILIZE OPEN-SYSTEM BASED PLATFORMS FOR INTEROPERABILITY & SUPPORT***

***AVOID DUPLICATION - CAPTURE DATA ONCE, USE A COMMON DATABASE***

***INCORPORATE INHERENT DISASTER RECOVERY***

### ***USE FLEXIBLE AND RESPONSIVE TECHNOLOGY, CAPABLE OF SUPPORTING CHANGE***

***MACnet IS THE ENABLER***

Adopted Full Board March 19, 2008



## COUNTY MISSION STATEMENTS ENVISIONED AS:

**SERVICE**

1. TO IMPROVE THE QUALITY OF LIFE THROUGH HEALTH, COMMUNITY, EDUCATIONAL, JOB SERVICES, EMERGENCY, PROTECTIVE, AND JUDICIAL SERVICES, AND OTHER RELATED SERVICES WHICH ARE NECESSARY, AND WHICH MIGHT NOT OTHERWISE BE READILY AVAILABLE OR ACCESSIBLE.

**ECONOMIC**

2. TO PRESENT OPPORTUNITIES AND INCENTIVES FOR THE INTRODUCTION, EXPANSION, AND RETENTION OF BUSINESS AND INDUSTRY.

**CONSTITUENT**

3. TO CARRY FORWARD STATUTORY ENACTMENTS AND TO COLLABORATE WITH COMMUNITIES FOR THE OFFERING OR EXTENSION OF SERVICES.

4. TO PROMOTE AND ADVANCE INDIVIDUAL, ORGANIZATIONAL, AND OTHER POSITIVE CONTRIBUTIONS FOR THE BENEFIT OF THE COUNTY AND ITS CONSTITUENCY.

March 1987 LASC

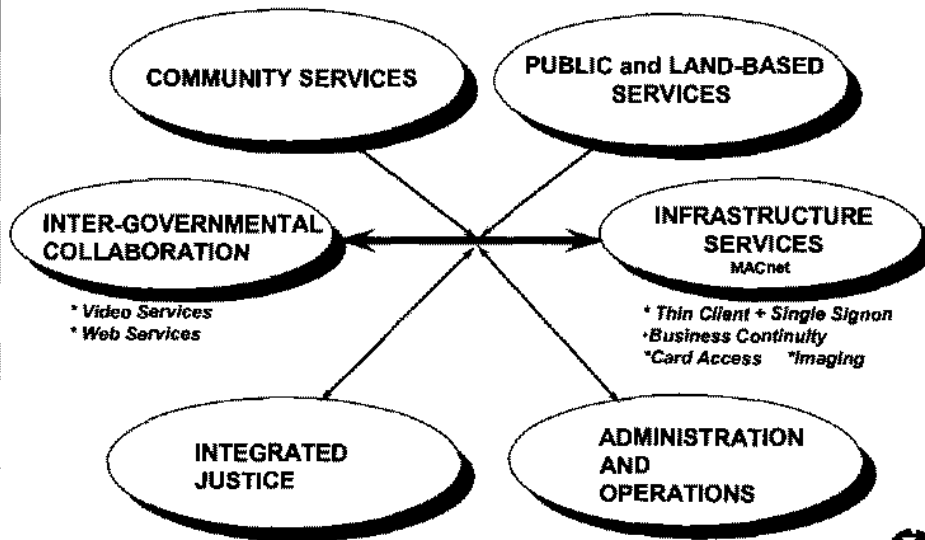
IT - February 2008

7



## COUNTY IT BUSINESS PLAN: 2008 - 2011

Adopted Full Board March 19, 2008



IT - February 2008

8



## **INFORMATION TECHNOLOGY 2008 ACCOMPLISHMENTS HIGHLIGHTS**

- Developed/Deployed Inmate Reimbursement System
- Developed/Deployed Inmate Legacy Reimbursement System
- Configured/Customized Meridian Training/Tracking System at Sheriff's
- Replaced Sheriff's Office LRMS Legacy System
- Replaced Sheriff's Records Office Livescan Fingerprint Machine
- Upgraded Jail System
- Upgraded B.E.A.S.T. Evidence and Property System
- Upgraded Sheriff's Marine Division Boat Certification/Training System
- Installed Talon Upgrade on Sheriff's Mobile Data Computers (MDC)
- Installed Thumb Print Scanner/Reader for Identity Verification of Inmates
- Installed Real Time Mutable Court Proceedings Displays at Sheriff's
- Installed Video Holding Cell System at Jail
- Installed Court Video Processing/Recording/Presentation System
  - New Baltimore District Court
  - Sheriff
  - Chesterfield PD
- Installed Talon LEIN Access on District Court Probation Blackberries
- Provided Talon Point Access for District Court Probation



## **INFORMATION TECHNOLOGY 2008 ACCOMPLISHMENTS HIGHLIGHTS**

- Installed/Tested Codesphere – First Alert System
- Developed/Deployed Radio Template Tracking System
- Developed/Deployed Court Legacy Reimbursement System
- Reimbursement Imaging
- Probate Attorney Fee Tracking
- Circuit Court Archive Imaging
- Circuit Court Electronic Abstracting
- Circuit Court Income Tax Intercept
- PA eFiling – Michigan Court of Appeals
- Elections
- Implemented Alcestdis Medical Examiner Software
- Re-designed/Implemented Environmental Health Time Tracking System
- Implemented Web Animal Adoptions
- Re-designed Immunization Waiver System
- Veterans VIMS Implementation
- Senior Mailing Label Upgrade
- Financial System (IFAS) Enhancements
- Replaced Vendor Registration Application with MITN



## INFORMATION TECHNOLOGY 2008 ACCOMPLISHMENTS HIGHLIGHTS

- Web Upgrades and Enhancements
- ISP Bid Selection/Web Migration
- Various Systems/Software Updates
- Thin Client Pilot
- Building Security System Installations
  - Information Technology
  - Jail
  - Martha T. Berry
  - Public Works
  - Register of Deeds
- Distributed Cell Phone Monthly Reports
- Office 2003 Upgrade
- Business Impact Analyses for all Departments
- Disaster Recovery Test Lab Operational
- Construction /Renovation Projects
  - 42 District Court New Baltimore Move
  - PA Office Relocations
  - Environmental Health Groesbeck Relocation
  - 9 Mile Relocation
  - Health



## IT STAFF UTILIZATION - 2008 PROJECTS and SERVICE REQUESTS

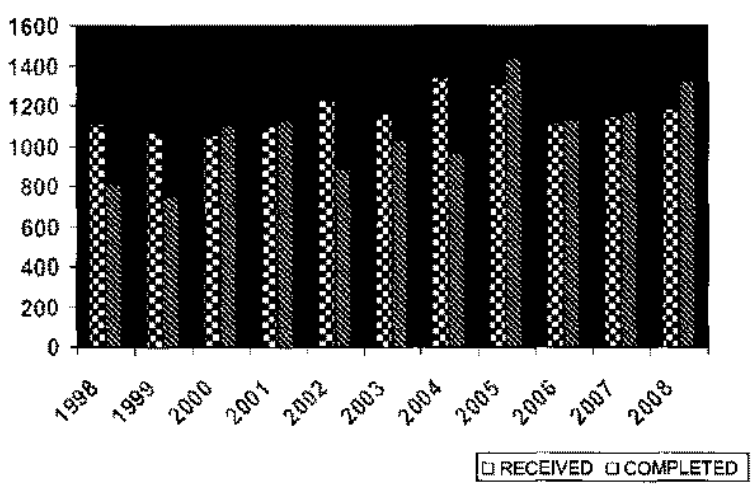
Other  
(less than 1%)

ROD  
PROB CT Mental  
PROB CT Cr Cr  
FDC  
Public Affairs  
Corp Counsel  
F&C  
Reimbursement  
Tech Svcs  
Risk Mgmt.  
Library  
Parks

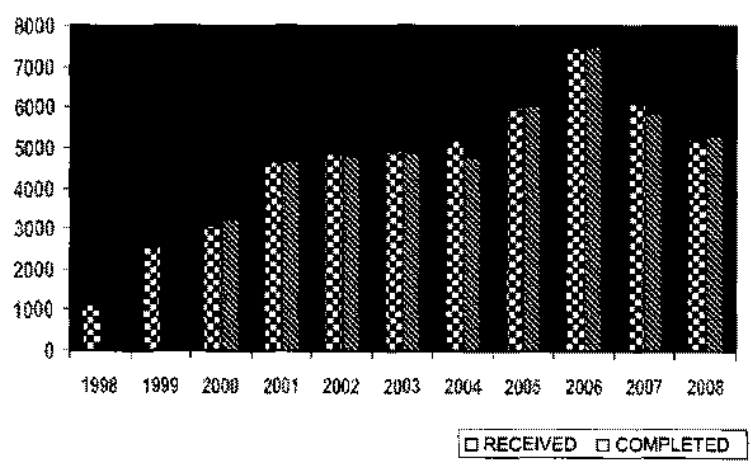




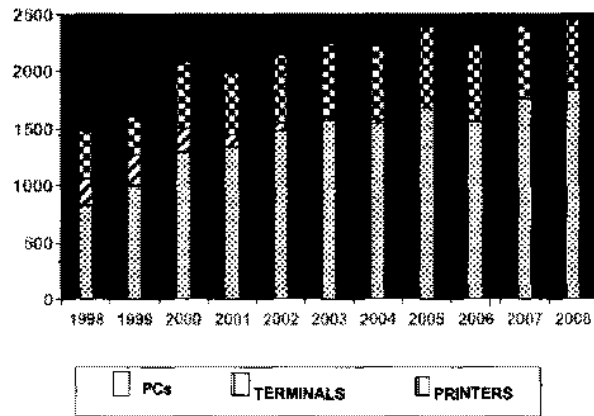
### REQUESTS FOR SERVICES



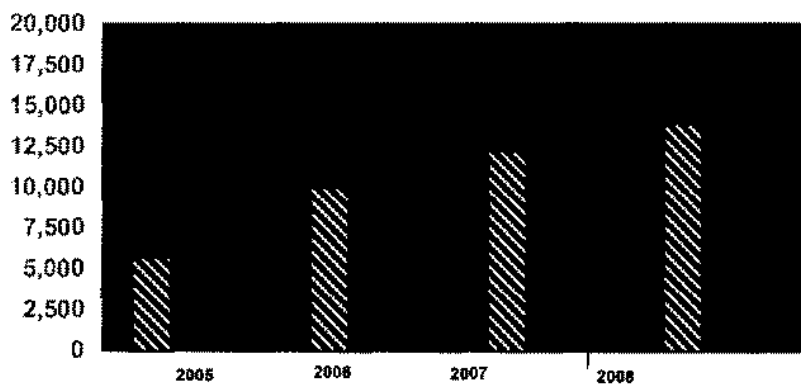
### NUMBER OF "HELP DESK" CALLS



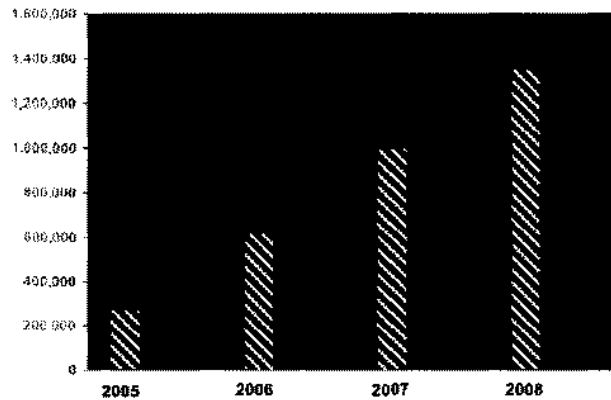
## COMPUTER DEVICES SUPPORTED



## WEB EMAIL (GOVDELIVERY) SUBSCRIBERS



## WEB EMAIL (GOVDELIVERY) EMAILS SENT



## INFORMATION TECHNOLOGY 2009 IN PROGRESS HIGHLIGHTS

- "e" (ONLINE) Projects
  - Employee Online
  - Job Applicant Online
  - eCommerce Pilots
  - Court Electronic Filing
  - Public Affairs Web Re-Design
- IFAS Hosting
- Infrastructure Projects
  - Thin client + Single Signon
  - Server Consolidation and Virtualization
  - Printer Consolidation
- IVR (Interactive Voice Response) – Jail
- Jail Reimbursement Monthly/Quarterly Processing
- MI – WIC Upgrade
- Juvenile Justice Center Renovation/Construction

# **RECYCLABLE PAPER**

RESOLUTION NO. \_\_\_\_\_ FULL BOARD MEETING DATE: \_\_\_\_\_

AGENDA ITEM: \_\_\_\_\_

**MACOMB COUNTY, MICHIGAN**

RESOLUTION TO receive and file the report from the Director, Office of Public Affairs \*(see below)

INTRODUCED BY: Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

\* Report to be provided prior to the start of this committee meeting.  
Dina

**COMMITTEE/MEETING DATE**

Technology and Communications 2-2-09

\_\_\_\_\_  
\_\_\_\_\_

Item #7

Distributed



Macomb County  
Office of Public Affairs

Feb. 2, 2009

**Monthly Report to LAS Committee – February 2008**

**Office of Public Affairs highlights from January 2009 activities:**

Public Affairs assisted the board office and Planning & Economic Development in creating publicizing the automotive initiative to reach out to the county's major employers and taxpayers – automobile manufacturers and suppliers.

We also developed an internal communications plan and will be launching it shortly.

OPA issued six news releases in January. At least 30 stories were generated, with readership of at least 5.3 million.

Highlights for January include coverage of the board of commissioners meeting with GM officials, which was a front page story in the Macomb Daily on Jan. 10. The story also was in the Detroit Free Press and Crain's Detroit Business.

There were several stories about the new board chairman, including a story in all three daily papers, Gongwer News Service and coverage in the weeklies, including the Bay Voice and North Macomb Voice.

- The OPA has also generated publicity for the Health Department's free radon test kits and 2009 dog license sale.
- A news release about the upcoming Health Department public survey resulted in front page stories in various Advisor Source newspapers.
- The OPA has also started marketing the 2009 State of the County address slated for Feb. 11. Within hours of issuing the release, reservations to cover the event came in from print, television and radio media.
- OPA publicity also helped the Macomb Homeless Coalition's Community Connection Day.
- In December 2008, five news releases generated 35 stories and a potential viewership of 8.7 million.
- Highlights in December included launching of the Macomb County Green Schools Program, which generated eight stories. The OPA worked closely with IT, and the board office and Planning & Economic Development to create and launch a new Web page for Green Schools.
- All three daily papers ran articles about dog licenses and we generated several stories in December and January to promote flu shots at the Health Department's three clinics.

# **RECYCLABLE PAPER**

RESOLUTION NO. \_\_\_\_\_ FULL BOARD MEETING DATE: \_\_\_\_\_

AGENDA ITEM: \_\_\_\_\_

**MACOMB COUNTY, MICHIGAN**

**RESOLUTION TO** receive and file the report from the Lobbyist

**INTRODUCED BY:** Commissioner Frank Accavitti, Jr., Chair, Technology and Communications Committee

**COMMITTEE/MEETING DATE**

Technology and Communications 2-2-09  
\_\_\_\_\_  
\_\_\_\_\_





Governmental Consultant Services, Inc.  
120 N. Washington Square, Lansing, Michigan 48933  
Phone: 517-484-6216 Fax: 517-484-0140

---

## MEMORANDUM

TO: Commissioner Frank Accavitti  
FROM: Erik Hingst  
DATE: January 23, 2009  
RE: Technology and Communications Committee Report

### **2007-08 Highlights:**

- SMART Zone
- Business Incubator and Accelerator
- Water Quality Monitoring Grant
- Michigan State Osteopathic School
- COBO Hall Renovation

### **State of the State:**

The Governor will be presenting her State of the State address on Tuesday, February 3<sup>rd</sup>. The major networks will carry the speech statewide. Coverage is expected to start at 7:00 p.m.

### **Committees to be Announced:**

The House committees for the 95<sup>th</sup> Legislature have not been announced as of this writing. We anticipate committees being announced before the Technology and Communications Committee meeting on February 2<sup>nd</sup>. We will provide a list of the committee assignments at that time.

We are not anticipating significant changes to the structure of the Senate committees. However, due to the vacancy in former State Senator and now Congressman Mark Schauer's district, there may indeed be some shuffling of committee memberships.

### **Meetings Being Scheduled:**

Chairman Paul Gielegem  
Vice Chair Kathy Tocco  
Technology and Communications Committee Chairman Frank Accavitti  
Mr. Dave Diegel  
Mr. Tom Kalkofen  
Ms. Cynthia Zerkowski  
Mr. Steve Cassin

### **Road Commission Bills**

The Senate is planning to reintroduce legislation to allow county boards of commissioners to vote to dissolve their respective county road commission. We have already talked with the bill sponsors and committee chairs about amending those bills to include the Macomb specific language.

We are also still working with Representative Fred Miller to identify the appropriate sponsors for a Macomb specific bill in Michigan House.

We are honored to continue our relationship with Macomb County and look forward to working with you in the new year. As always, please do not hesitate to contact us directly if you have questions or concerns.