



information Technology Quarterly

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First Quarter 2002

Phil Bertolini, Director, Information Technology



The redesign of Oakland County's new Web site culminated with an open house featuring an audience of guests and elected officials as wide-ranging as the information contained in the Web site itself. The event, held the morning of January 30th, was hosted by County Executive L. Brooks Patterson and Phil Bertolini, Director of Information Technology (IT). More than 90 guests attended the Web site unveiling at the Information Technology Lecture Hall.

Many project supporters attended, including Oakland County Sheriff Michael J. Bouchard, Treasurer C. Hugh Dohany, Drain Commissioner John P. McCulloch, Commissioner Shelley Goodman Taub, Commissioner Sue Ann Douglas, Commissioner William R. Patterson, Commissioner David N. Galloway, and State Representative Pam Godchaux. The list of visitors also included a delegation of representatives from Oakley Park Elementary School in Walled Lake. Twelve students were asked to attend the event on behalf of 88 fifth grade students who raised almost \$7,000 to benefit victims of the September 11 terrorist attacks.

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The open house kicked off with a multimedia presentation created in-house by Information Technology. L. Brooks Patterson spent time on-line, navigating the site with students from Oakley Park and seniors from the Oakland County Medical Care Facility. Mr. Patterson described the new site as the County's way of pulling the former conglomeration of sites under one roof.

The two-hour open house also included the announcement of winners from the Soft Launch Scavenger Hunt. Five individual winners received dinner for two at the Airport Inn in

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Waterford and one departmental winner received a commemorative plaque and a departmental lunch, all courtesy of County Executive L. Brooks Patterson. The Auditing Department won the departmental award. The individual Scavenger Hunt winners are:

Mary Margaret Peter from Children's Village
Kathy Kelley from Information Technology
Thomas Grden from Office of the Prosecuting Attorney
James Ridley from Sheriff's Department
Diane Creguer from Fiscal Services



From left to right: Jim Fitzpatrick, Mary Margaret Peter, Kathy Kelley, L. Brooks Patterson, James Ridley and Thomas Grden

Phil Bertolini, who walked visitors through the features of the new site, described the redesign process as a team effort between the County Executive, the County's elected officials, the Board of Commissioners and the various County departments that volunteered to participate in the first phase of the redesign. That partnering has been best witnessed through the creation of the Web site's new mission statement, which was also unveiled during the open house. Mr. Bertolini stressed that continued partnership and cooperation in this endeavor will be vital as the Department of Information Technology works to bring the rest of the county divisions within the framework of the redesign.

Mr. Bertolini described the site as the foundation for many exciting new services to come. He then announced the launch of a new @ccess Oakland product, the Map Atlas Viewer, which provides parcel maps on-line. Mr. Bertolini closed the event by thanking Bob Dustman, Director of Media & Communications, Jim Taylor, Chief of Technical Systems and Networking at Information Technology and all IT employees who have worked on the new Web site effort.

If your department or agency is interested in converting your present Web site to the new format or you currently do not have a Web site, but would like one, please have your departmental representative email a request to taylorj@co.oakland.mi.us.

Judicial Information Management System *by Norma Miller, Program Manager-JIMS*

The Judicial Information Management System (JIMS) project is one of the most challenging efforts ever undertaken in Oakland County. It will allow participating user departments to share judicial data through use of one integrated system. The departments participating in the effort include the Circuit Court, Probate Court, 52nd District Courts, County Clerk's Office and the Prosecutor's Office.

The JIMS project is comprised of several phases of work activity. Phase 1 concluded with the selection of a case-management system vendor, Affiliated Computer Systems, Inc. (ACS), and comparison of existing systems functionality with the selected software (GAP analysis).

The current phase, Phase 2, will implement the new case-management software (JIMS) in each of the participating user departments, thereby replacing existing legacy systems. The Phase 2 effort is planned for implementation by summer 2003. It is hoped that Phase 3 will immediately follow, enabling the JIMS system for e-business: electronic filing, Internet access to public case information and Internet payment of fines and fees. The timeline for Phase 3 has yet to be determined.

Before my arrival in September 2001, user departments, Information Technology, and ACS management and staff members completed an extensive Phase 2 work plan and role definitions. Over 70,000 hours of user departments and Information Technology's work were estimated to complete Phase 2.

The task dependencies and coordination with the vendor schedule will prove to be an interesting challenge. However, the large effort has been broken into smaller, more manageable work plans ranging from three to four months in duration. From the role definitions, a responsibilities matrix from which project controlling processes could be assigned was created.

The Prosecutor's Office agreed to participate with the JIMS project without having seen the prosecutor component of the case-management system. During the month of October 2001, three staff members from the Prosecutor's Office and myself traveled to Lexington, Kentucky for a week to review the prosecutor component of the case-management system. After the review in Lexington and several subsequent meetings and demonstrations in Oakland County, the Prosecutor's Office is fully on-board and is charging full steam ahead with all the remaining user departments!

The resources required to complete the project are tremendous. Seven Information Technology staff members are assigned full-time to the JIMS project. As of January 2002, the Board of Commissioners approved eight new user department positions to work full-time on JIMS Phase 2. In addition to the full-time, dedicated project staff, over 20 additional user departments' and Information Technology staff members commit 20% - 60% of their work-time to the JIMS project on a regular basis.

Also new for the JIMS project is a centralized location, known as the JIMS project room, located in the Community Mental Health building. Many thanks to the FM&O and Information Technology staff who worked during the holidays to make the new JIMS project room available by mid-January!

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By February 2002, astounding progress had been made in the JIMS endeavor. Major milestones and deliverables completed to date include the following:

- Probate Data Mapping
- Adoption Data Mapping
- Business Object Training for JIMS Project Staff
- Vendor Delivery of First Set of Contractual Software Modifications
- User Department Test Planning of Contractual Software Modifications
- User Department Business Testing of Contractual Software Modifications
- System Security Roles, Definitions and Rules
- Prosecuting Attorney Functionality Assessment
- Sentencing Business Process Reengineering Completion
- 90% of Remaining Contractual Software Modification and Interface Design
- 75% Data Warehouse Assessment

The next quarter proves to be equally aggressive with some of the following key milestones and deliverables scheduled for completion:

- Review Key Business Processes With Each of the User Department Units
- Construct Communication Plan
- Design of Remaining Contractual Modifications and Interfaces
- Complete Data Warehouse Assessment
- Delivery of Prosecuting Attorney Module
- User Acceptance of Baseline Prosecuting Attorney Module

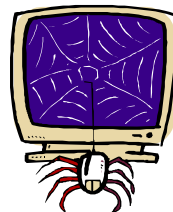
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- Sign-off and Acceptance of First Set of Contractual Software Modifications Delivered
- Document Technical Environment and Configuration Management Plan

At this point, a Probate and Adoption Pilot will be executed by the calendar-year-end and implementation of all remaining user departments by summer 2003 is on schedule.

EHS Goes Web

by Carole Johnson, Supervisor-Governmental Services



The Environmental Health Services (EHS) of the Oakland County Health Division is partnering with Information Technology to develop a new application to automate a significant part of the EHS operation which is currently a manually intensive environment. EHS is responsible for over 13,000 active files and process over 143,000 pieces of paper annually. Virtually all of the required forms are completed manually and pass through several hands prior to being filed.

The "EHealth" program was proposed to reduce the labor associated with the restaurant, well, on-site sewage and swimming pool field inspection activities. EHealth will integrate and electronically streamline the business functions by taking advantage of Geographic Information Systems (GIS), Global Positioning Systems (GPS), imaging and Web based technology.

The "e" solution will be the catalyst to an improved process that will maximize staff efficiency while serving customers/clients and simultaneously allow Environmental Health to efficiently meet the State Minimum Requirements.

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In the area of restaurant inspections, it will provide a uniform and consistent restaurant inspection report to the establishment owner on-site before the inspector leaves the facility. Additionally, by imaging client records, the 3 Lektrievers currently in use will be retired freeing valuable office space and eliminating maintenance costs. These images will also reduce the need for multiple copies of documents for various staff and allow search, retrieval, and distribution of information more efficiently.

The total EHealth program will be implemented over the next two years. The project team will be employing an iterative development approach, which will provide incremental business value by releasing a usable version of EHealth approximately every 90 to 120 days. The first release focuses on automating the key events of the Water Permit Application process and each release thereafter will provide more and more EHS processing in other areas. The scheduled date for the first release is early March of 2002.

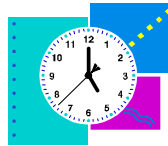
EHealth will impact over 80 users and customer service will be transformed by enabling customers with direct access to pertinent information. Additionally, incremental gains are anticipated through the increased likelihood that process steps are consistently executed. EHealth will be one of the first major system implementations utilizing the County's new web development standards and infrastructure.

National Anthem Day - March 3



To celebrate the anniversary when *The Star - Spangled Banner* was adopted in 1931 as the national anthem.

There Is Always Time For The Important Things



An expert in time management used an illustration to drive home a point to his students. He pulled out a one-gallon, wide-mouth jar.

Then he produced about a dozen large rocks and placed them one at a time into the jar.

When he couldn't fit any more rocks into the jar, he asked the students if it was full. Everyone said it was. He said, "Really?" Then he pulled out a bucket of sand, which he started pouring into the jar. The sand went into the spaces left between the rocks.

Again he asked if the jar was full. Once again the students said it was. The instructor then grabbed a pitcher of water and poured much of it into the jar.

Then he asked, "What is the point of this illustration?" One student said it was that no matter how full your schedule is, you can always fit more into it.

No, the speaker replied. He said this illustration teaches that if you don't put the big rocks in first, you'll never get them in at all.

—adapted from *The Arizona Republic*

Power Saver



Near a third of the personal computers in the United States are left running overnight and on the weekend. Turning them off would allow the U.S. to shut down eight large power plants and cut carbon dioxide emissions by 7 million tons a year.


—Adapted from *Mother Jones*



by Tina Ramey, Personnel Department

As a direct result of a suggestion made through Oakland County's Employee Suggestion Program, the Personnel Department has launched a new internal Web site. By accessing this site, Oakland County employees will have the option of applying for Career Opportunity, Promotional and Open Competitive exams via the Web. This option is in addition to the traditional process of applying for an exam by visiting the Personnel Department.

This internal Web site will only be available to employees who are logged into the County network. Employees can access this Web site from the Oakland County Start page. Once on the Oakland County Start page, select Employee Tools > Career Opportunities for County Employees.

Career Opportunity and Promotional exams will be clearly marked by  which indicates that the exams are **only** for County employees who have Merit System status. When clicking on an exam, the job description will be displayed. If the employee would like to apply for this exam, they will click on the "apply for this job >>" link.

The Application Options page will be displayed. While on this page, employees will have several options available to them to submit applications.

- The **first option** will be to apply on-line. This is the same process currently available to all non-County applicants.
- The **second option** will be to download an Employment Application from the Web to their PC. The Employment Application is a Word template that can be saved and updated as needed. The application can be completed, attached to an email message and sent directly to the Personnel Department (ocijobs@co.oakland.mi.us). Employees can also choose to print the application and deliver it by hand or through the U.S. mail system. The advantage of this option is that employees can save their applications and update as needed to apply for other opportunities within Oakland County.

Once the Employment Application is opened in the Word software, an employee can:

- ◆ Complete the Employment Application
 - ◆ Press tab to move from field to field.
 - ◆ Use hard returns sparingly. They may affect the layout of the application.
- ◆ Save the Employment Application
 - ◆ It is recommended that the Employment Application be saved to a floppy diskette to provide added security.

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- ◆ Send the Employment Application
 - ◆ Attach the file to an e-mail message from any e-mail system (i.e., Netscape mail, Outlook, etc).
 - ◆ From the Word application, select **File...Send To...Mail Recipient**. This will open a new mail message with the Employment Application automatically attached.

NOTE: To ensure that the Personnel Department has received the application select **View...Options** and mark the “**Request a read receipt for this message**” under **Tracking Options**. By marking this option, an employee will receive a reply message that indicates the Personnel Department has read the mail message.

To send the Employment Application electronically, email to ocijobs@co.oakland.mi.us. If this method is chosen, do not forget to attach the application to the email message.

The Career Opportunity / Promotional / Career Opportunities Application for Oakland County Employees is also available on the County-wide published drive, specifically `o:\persnnel\forms\Application for Employment.dot`.

NOTE: This application is for Oakland County employees' use only. All non-County applicants must complete the on-line Employment Application through the Oakland County Web site, specifically <http://www.co.oakland.mi.us> or the paper application available in the Personnel Department.

- The **third option** will be to download an Employment Application in Adobe PDF format so that the application can be printed, filled out by hand, and delivered by hand or through the U.S. mail system. The advantage of this option is that if an employee does not have the Word software at home, the employee can print the application and complete it by hand.

If you need further assistance, contact Lori Motyka at 858-0548 or Tina Ramey at 858-0018.

Document Imaging Storage/Retrieval System

by Rick Perry, Supervisor-Systems Development and Support



On January 2, 2002, Probate Estates and Mental Health implemented a Document Imaging Storage/Retrieval System utilizing the Oakland County standard FileNET imaging system. This system was a joint development effort of Information Technology and Pyramid Solutions, Inc. Over a six month period, a joint team of project managers, business analysts and developers worked closely with the

Probate staff to design, develop and implement a system to improve the daily operations of the Probate Court. The system utilizes the FileNET Panagon client server software for all data scanning, indexing, and storage to the Optical Jukebox in Information Technology. With the FileNET image retrieval system, all data retrieval is gathered using Internet Explorer.

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Probate Court joins the County Clerk and the Friend of the Court in maintaining all case documents on-line and having them available for immediate retrieval by all approved County employees. The new system will improve customer service. Judges, court staff and, in the future, the public will have easy, immediate, and simultaneous access to all Probate Court records. Court staff will be able to more easily respond to questions and inquiries from the public, thereby improving customer service.

The Probate office will become more streamlined with the electronic imaging system on their desks for document retrieval. Customers will be served more efficiently with less staff. A document can be retrieved at the desk and the query can be answered immediately with no follow-up required. The imaging of documents has eliminated the requirement to sort and microfilm the documents. This is a huge potential savings of time and resources. Another major time savings is not having to search microfilm records whenever dated information is required. Simply type in the case number and all related case documents are available to review. Eventually, this process will become a product of @ccess Oakland which provides the public with the ability to view and analyze information via the Internet for a fee.

2002 CPR Schedule



The Oakland County 2002 Employee CPR Schedule is now available on the "O" drive, specifically o:/infotech/emermgmt/CPR Schedule 2002.doc. For course registration, please call the Emergency Management office at 858-5300.

Class location: Emergency Management Office, **Administrative Annex I, Campus Drive, South**. Group Reservations and off-site classes are available upon request.

Internet Password For Email

Each County PC user has two accounts with the same username but each account has its own unique password. One account is used for logging on the network by using a username with a Novell password. The other account is used for accessing email by using a username and Internet password. Outlook, Webmail and Netscape Messenger are three email applications that read **one** inbox, therefore, the same Internet password is used for all three of them.

If your Internet password is reset by Information Technology or is changed by you after following the Changing Your Internet Email Password documentation, you must change the old Internet password in Outlook to this newly changed password to enable you to send and receive email in Outlook. If you have questions, please contact the Software Help Desk 858-8812.

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