



# Information Technology Quarterly

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## **Information Technology 2007/2008 Master Plan**

The Information Technology (IT) 2007/2008 Master Plan is complete and available for your review on the IT web site: [http://www.oakgov.com/intranet/pmo/master\\_plan/mp\\_2007\\_08\\_index.html](http://www.oakgov.com/intranet/pmo/master_plan/mp_2007_08_index.html).

This plan was prepared by the Department of Information Technology with input from the IT Leadership Groups. The Leadership Groups are comprised of a representative from each County department. This individual makes decisions on behalf of the Department/Division that they represent. In July 2006, each of the Leadership Groups met and evaluated their project requests. The result is a prioritized list of all planned projects for the 2007/2008 Master Planning period, which encompasses the 2007/2008 fiscal years of 09/30/06-09/26/08.

This plan represents the commitment of the Department of Information Technology to partner with the County's various departments and divisions in an effort to effectively utilize Oakland County's IT development resources.

The goal of the Master Plan is to develop a clear picture of how Information Technology resources can support the County's technology needs. The Master Plan allows the County Business Units (customers) to communicate to IT the direction and priorities of projects. In addition, the Master Plan will:

- Aid IT in allocating appropriate scarce resources to support project requests.
- Provide a framework for IT Leadership Groups and IT Management to continually measure and re-evaluate information systems efforts.
- Support IT in its determination of the types of technologies that will be of use to future organizational applications.
- Assist IT in charting strategies and individual project plans to support the business unit's present and future information needs.

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This Master Plan provides the availability and allocation of Information Technology resources within the following Divisions; Application Services, eGovernment, Technical Systems and Networking, CLEMIS, and Internal Services/Administration.

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## Information Technology 2007/2008 Master Plan *Cont'd from page 1*

The Master Plan represents the Customer Support, Maintenance, Planned Maintenance and Upgrades, Enhancements and New Development projects IT is committing to complete during the next two years. Over the past several years, there has been a continuing increase in support, maintenance and planned maintenance and upgrade hours for existing systems or purchased “off the shelf systems.” Currently 78% of IT hours are spent on fixed labor, while 22% is discretionary for enhancing existing systems or developing new systems. The fixed labor is required simply to maintain the status quo and support existing systems and customers.

On a quarterly basis, the IT Master Plan Quarterly Status Report is presented to the Leadership Group Representatives and the Board of Commissioners General Government Committee. This report includes the resource utilization, project status, project estimated and actual hours variance and estimated and actual start and end date variance. The Leadership Groups meet on a quarterly basis to review project progress and address any project variance which would require reallocation of resources, reprioritization of approved projects, as well as any new projects being submitted to the Leadership Group for review.

If you have any questions regarding the IT Master Plan or any specific project, please contact your IT Representative or a member of IT’s Project Management Office (PMO) Team.

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### CD Burners Replacing Floppy Drives



Information Technology’s XP upgrade and workstation replacement project is well underway. Many have noticed that new workstations do not come with floppy disc drives. An integral part of PCs for many years, the truth is that floppy discs are just too small (in capacity) and too fragile to handle today’s data storage needs.

Replacing floppy disc drives are CD burners. CD burners are standard on Dell PCs, and can be requested through the work order process for Intergraph PCs. These drives have the capability to write up to 700MB of data on a CD, the equivalent of almost 500 floppy discs! Unfortunately, writing and working with data on a CD can be more complicated than on a floppy disc. There are different types of CDs (recordable and rewriteable) and different ways to write data to each type.

Windows XP includes a basic utility for writing data onto a CD. For more advanced functionality, including the ability to work directly from a CD as you can with a floppy disc, third party software is required. If you require advanced functionality, Roxio Easy CD Creator is available on request through the work order process. Information Technology has recently updated our CD writing documentation on the IT Training Center web site. You can find general documentation for both the Windows XP integrated process and Roxio Easy CD Creator at <http://www.oakgov.com/ittrain/documentation/windowsxp.html>. The documents cover the most common writing procedures. For assistance with more advanced procedures, or any other questions regarding backup and external storage, please call the IT Service Center at 248-858-8812.

## County Launches Mobile Services Pilot *by Peggy Daniels, eGovernment Division*



Oakland County is keeping up with its most mobile citizens, thanks to this year's successful partnership with Information Technology Management (ITM) students from Michigan State University's Eli Broad College of Business. Students worked under the guidance of Oakland County's eGovernment staff to make County data and services ready for access via small-screen handheld wireless devices such as mobile phones and PDAs.

"Our citizens are increasingly on the move, and we have to be ready to provide government services that meet the changing needs of our community. This Mobile Services program will allow Oakland County to expand our already robust eGovernment offerings to better serve the growing number of citizens who rely on their cell phones and PDAs to access the Internet," said Oakland County Executive L. Brooks Patterson.

Students conducted a public survey via the Oakland County Web site ([www.oakgov.com](http://www.oakgov.com)) to gather citizen feedback about on-the-go government. Using the survey responses as a guide, students then worked with County eGovernment staff to create a pilot Mobile Services site.

Users of small-screen web browsers who visit Oakland County's web site [www.oakgov.com](http://www.oakgov.com) will be automatically directed to the Mobile Services pilot menu. The pilot currently offers a selection of the most commonly requested Oakland County information, including County government telephone numbers, access to recent County news, and the locations of County golf courses. Citizens will also be able to use Mobile Services to get emergency alert information when necessary. More information about the Mobile Services pilot is online for traditional browsers at <http://www.oakgov.com/mobile>.

The County plans to expand its Mobile Services offerings after evaluation of the usage of the pilot site. Oakland County Deputy County Executive/CIO Phil Bertolini said, "Today's world is increasingly wireless, and we want to keep pushing the boundaries, breaking down barriers to local government. Imagine having critical water notifications sent to your cell phone, or being able to download property maps to your PDA. That's where we want to be."

The Oakland County Mobile Services project was one of ten selected by MSU students from a pool of 15 proposals submitted by businesses, governments, schools and non-profit organizations. The joint application development project is part of the capstone course for MSU Information Technology students. The students are all seniors completing their specialization in Information Technology Management.

"Last year Oakland County had a team working on electronic forms, and this year it's mobile access. These projects give students in our ITM specialization a chance to get real-world experience with some really cutting edge technologies. We really appreciate Oakland County's involvement," said Brian Pentland, Professor of Accounting and Information Systems at the Eli Broad College of Business, Michigan State University.

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## IT Launches “Campus Wireless” Service *by Tammi Shepherd, Application Services*



Information Technology (IT) has launched a free wireless network in 20 public meeting areas on the main County campus. The *Campus Wireless* network provides internet access to those individuals who have a WiFi (802.11b/g) enabled laptop, PDA or other computer device. Furthermore, County employees and campus visitors doing business with the County are encouraged to use the free internet service.

The benefits of this service are nearly endless. Individuals can use the service to catch up on emails, research a topic on the web, or demonstrate a product and/or service. Please note though, this service provides access to the internet only and does not allow users to gain access to network drives or other internal County applications.

The wireless internet service is currently available during business hours in the following conference rooms and public areas:

**Executive Office Building:** *One Stop Shop, Conference Room 210, Budget Conference Room 216*

**County Courthouse:** *First Floor Jury Room, Cafeteria, Library*

**Information Technology:** *First Floor Lobby, Conference Room 126/127, Lecture Hall, Conference Room 271/272, Administration Conference Room*

**Board of Commissioners:** *Committee Room A, Conference Room, Auditorium, Legislation Study Conference Room*

**County Jail:** *Lower Conference Room*

**Environmental Health;** *Land and Water Team Area 153*

**Equalization:** *Conference Room 1022W*

**Public Works:** *Drain Conference Room 232*

**Oakland County International Airport:** *Main Terminal Lobby*

If your department or agency would like to have wireless internet service available in a public area, contact your IT customer representative.

## Password Policy

This is a reminder to all County employees that sharing your Oakland County Electronic Communication System(s) password with anyone is prohibited. Sharing of passwords allows unauthorized users access to County systems which may result in the following situations.

- Threaten the integrity of the system.
- Increase the risk associated with theft of assets and the ability to enforce accountability.
- Increase the risk associated with the dissemination of sensitive data or information that would otherwise be inaccessible by unauthorized users.

Please refer to your copy of the Oakland County Electronic Communication Policy that was reissued to you in September 2005. Below is an excerpt from that policy:

### 2. INFORMATION ON PASSWORDS

Users are responsible for securing their password(s) and shall not share their password(s) with anyone, nor shall they allow unauthorized access to the County electronic communications system. An employee may be directed, by authorized individuals, to provide access to their assigned electronic communication system. If a user discloses their password or suspects that it has been compromised, they are responsible for changing their password immediately.

A copy of this policy can be found on the Human Resources web site, specifically, [http://www.oakgov.com/intranet/personnel/policies/electronic\\_comm.pdf](http://www.oakgov.com/intranet/personnel/policies/electronic_comm.pdf).

If you have questions regarding password sharing, contact the IT Service Center at 248-858-8812.

## County Launches Mobile Serv...

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Oakland County is the fourth most digitally advanced county in America among counties with populations of 500,000 or more, according to the Center for Digital Government and the National Association of Counties. Oakland County's eGovernment initiative (<http://www.oakgov.com/egov>) encompasses 18,000+ pages of web content and numerous online services applications, using state-of-the-art technology to bring government together with citizens, businesses and educational communities.

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*This newsletter is designed to share useful technology news and information with Oakland County Employees!*

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