

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

Date : August 14, 2014

To : Supervisor Willie Johnson, Jr., Co-Chair, Finance, Personnel and Audit Cte
Supervisor David Cullen, Co-Chair, Finance, Personnel and Audit Cte

From : Laurie Panella, Interim Chief Information Officer, IMSD

Subject: Informational Report: Desktop Transformation Project Update (Capital Project WO621 – Windows Migration and WO626 – Computer Replacements)

BACKGROUND

The 2013 approved Capital Budget appropriated funds for project WO621 – Windows Migration and WO626 – Computer Replacements to address the personal computing needs of Milwaukee County. The current state of the desktop computing environment at Milwaukee County can be described as near obsolete. Microsoft Windows XP is end of life for support which means that Microsoft has stopped providing maintenance to the operating system. Given the nature of the work Milwaukee County provides to its citizens (public safety, health and human needs and many more), it is imperative that the desktop computing environment be supportable, reliable, well managed *and secure*. Additionally, the computing equipment in place across all desktops in Milwaukee County is well past end-of-life and not able to meet the needs of modern day software.

PROJECT OVERVIEW

This Desktop Transformation project has been in execution since January of 2013 and at that time was largely focused on internal core “plumbing” with significant improvements to infrastructure, processes and planning. The ultimate goal of the project is for the Department of Administrative Services - Information Management Services Division (IMSD) to deliver new technologies across all of Milwaukee County in 2014 and first quarter of 2015. These implementation activities will directly impact the entire organization as IMSD delivers new email and calendaring services, new hardware, new software and a new operating system.

The high level project deliverables include:

- Microsoft Outlook and Microsoft Outlook Web-based email that provides robust email, contact management and calendaring services
- New or recently acquired personal computer that meets or appropriately exceeds minimum requirements for Windows 7 and desktop applications.
- Microsoft’s Windows 7 Operating System
- Microsoft Lync for simple 1-to-1 instant messaging as well as robust audio/video conferencing for 1-to-many communications
- Standardization of the Microsoft Office Suite for advanced word processing, spreadsheets, presentations and notes management
- Enablement of mobile devices for secure and managed access to email, calendars and other enabled services

- A secure and managed environment where software can be delivered automatically and support provided via remote methods
- A shift towards user self-service for common tasks such as connecting to a network printer or mapping a network drive.

PROJECT STATUS

The Desktop Transformation Project is currently running on track and on budget. In addition to the following key milestones, we are receiving positive feedback from users on the new technology platform, and the transformation it is enabling.

We have successfully completed the following phases

- Analysis & Requirements
- Design
- Testing
- Pilot

Next phase is customer focused we are ready for deploying

Deliverables to date:

- OWA Migration is complete. Over 4,000 employees are on cloud based web services
- Established the governance and project management structure necessary to migrate 4,000+ users and replace 2,800+ PCs, ensuring users have working software to meeting their needs
- Defined and documented the processes and approaches needed to effectively deliver the project, including but not limited to:
 - Application Rationalization, Standardization & Remediation process
 - Desktop software testing approach and process
 - Software packaging process
 - Deployment and support approach
 - Access & Filemaker Pro Database upgrade process
 - Desktop Imaging process
- Established, implemented and published to the County Portal, 31 new IT Administrative Directives, consisting of policies, procedures and processes
- Finalized the 'Core Image' for the desktop
- Delivered twelve project 'roadshows', the first step in preparing Departments and their users for the large transformation ahead
- Completed successful pilots of the new PCs with 230+ employees of Medical Examiner, DAS Fiscal, IMSD, DAS Economic Development & County Business Development Partners and Human Resources
- Successfully delivered our first three major deploys, providing new PCs to 210+ County employees in Delinquency & Court Services, Department on Aging – Resource Center and the Sheriff's – Patrol division

RECOMMENDATION

The Interim Chief Information Officer of the Department of Administrative Services - Information Management Services Division respectfully requests this report to be received and placed on file.

Prepared by:


Nick Wojciechowski, IMSD
Chief Technology Officer

Approved by:


Laurie Panella, IMSD
Interim Chief Information Officer

cc: Chris Abele, County Executive
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