

**COUNTY OF MILWAUKEE**  
INTEROFFICE COMMUNICATION

Date : January 10, 2014

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

From : Chris Lindberg, Chief Information Officer, IMSD

Subject: Informational Report: Desktop Transformation (Capital Project WO621 – Windows Migration)

**BACKGROUND**

The 2013 approved Capital Budget appropriated funds for project WO621 – Windows Migration to address the personal computing needs of Milwaukee County. The current state of the desktop computing environment at Milwaukee County can be mostly described as near obsolete. Microsoft Windows XP is at end of life for support which means that Microsoft will soon stop 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 of end-of-life and, in some cases, will not meet the needs of modern day software.

**PROJECT OVERVIEW**

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

The high level project deliverables include:

- 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 Microsoft Office 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

### **PROJECT CHALLENGES AND BENEFITS**

IMSD is fully prepared to deliver new technologies to its workforce, but understand that the transition might be difficult at times and occasionally disruptive. IT projects of this magnitude rarely execute without challenges, but IMSD will work hard to minimize the pain associated with this change. However, IMSD strongly believes that the benefits associated with these new technologies will serve Milwaukee County and its citizens.

### **PROJECT STATUS**

Project delivery will be split into two major initiatives. By the end of January 2014, Lotus Notes will be replaced by Microsoft's Outlook Web Access (OWA), a "cloud-based" email system that will provide very robust email, contact management and calendaring services. Access to Lotus Notes will remain available throughout 2014 and possibly into 2015 as needed.

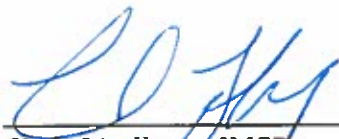
The second major initiative that will follow the new email system deployment is the actual replacement of aged desktop computers with new/newer equipment containing Windows 7 and the new applications listed above. This is a fairly complex process that requires significant interactions between IMSD and departments. These interactions include:

- Identification of all personal computer users within each department
- Identification of the applications each employee uses to accomplish his/her duties
- Testing each applications on the new Windows 7 operating system
- Reinstalling the tested applications onto the new personal computers.
- Once new computers are in place, ensure that everyone understands the basics on how to use the new computer and applications.

This report is intended to provide an informational update on the progress of the Desktop Transformation and the anticipated phases to complete the project. In it anticipated that the transition to OWA will take place on January 29, 2014. On January 30, 2014, IMSD intends to provide a brief power point presentation to the Committee on Finance and Audit of the Project's current state.

### **RECOMMENDATION**

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



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Chris Lindberg, IMSD  
Chief Information Officer

cc: Chris Abele, County Executive  
Amber Moreen, Chief of Staff, County Executive's Office  
Supervisor Marina Dimitrijevic, Chairwoman, Milwaukee County Board  
Supervisor Jason Haas, Vice Chair, Finance, Personnel and Audit Cte  
Kelly Bablitch, Chief of Staff, County Board  
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