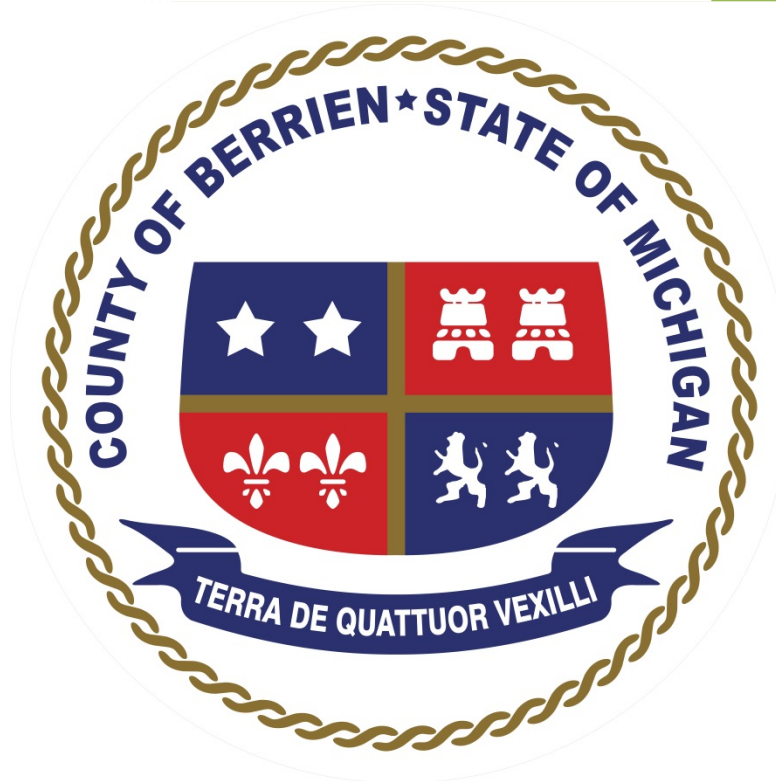


2015-2017

Information Systems Strategic Plan



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Berrien County Mission Statement

It is the mission of the Berrien County Government to provide leadership, cooperation with all units of government, and sound fiscal management and planning, thereby promoting public safety, health, wellbeing, and prosperity in order to improve the quality of life for present and future generations.

Berrien County Commissioners Major Area of Interest

- Juvenile Justice
- Jail Overcrowding
- Economic Development
- Retention of companies and the creation of quality jobs
- Personnel
 - Recruitment, Retain, Train, And Educate
 - Provide good health care package
- Facilities
 - Continue with various building projects

Berrien County Information Systems

Mission Statement

To use proven technology to satisfy our customers' needs for information and support.

Vision

The vision of the Information Systems Department is to work as a partner with the various County departments as well as other government agencies within the State to provide cost-effective and time-saving solutions through the use of technology.

Guiding Principles

Daily direction and focus is maintained in Information Systems by following these specific principles:

Commitment to Customer Service. Our most important role is providing service to our internal customers and citizens of Berrien County.

Building Relationships. In order to form true partnerships, we must create a strong level of trust with our customers. It is only through working with them to understand their environment and needs that we can truly add value to the services we provide.

Communication. Keeping our customers informed on what we are doing and why is essential in maintaining the level of trust and customer service we strive for.

Value. New technologies will be offered only if they add value to the services and support that we provide, not just because it is the latest available.

Say "YES". Time and budget constraints are always a concern. Where there is a need for technology, we will work with our customers to find a way to meet that need.

Information Systems Organization and Responsibilities

The Information Systems Department is responsible for all design, acquisition, development, maintenance and enhancement of technology infrastructure, applications and telecommunications in support of County Government operations and services to Berrien County citizens. As of January 1st, 2015, Information Systems has 22 full-time technical positions and 2 part-time positions. The Department is divided into two teams: Applications Support and Technical Support.

Application Support

The Application Support Team is divided into four areas, all of which provide system analysis, programming, and support for the County applications under their realm of responsibility.

Administration/Fiscal

The Administration/Fiscal group is responsible for the following automated County systems:

- Fiscal - Accounting, Purchasing, Budgets
- Employees - Personnel, Payroll, Pension
- Land - Register of Deeds, Local property taxes, Delinquent property taxes, Planning/Land Description, Tax Appraisal, Equalization, Drains
- Animal Control - Licensing, Complaints
- Clerk Indexing - Births, Deaths, Marriages (affidavits and licenses), Genealogy, Notary licenses, Military Discharge records, Campaign finance, Concealed weapons permits, Assumed name certificates, Co-partnership certificates, Oath of office
- Veterans

Justice

The Justice group is responsible for the Sheriff's Department, the Prosecutors Office, Trial Court (District Court, Circuit Court, Juvenile Court, Probate Court), and Clerk of the Court applications which include:

- Criminal - Felony, Misdemeanor, Civil Infraction

- Traffic - Misdemeanor, Civil Infraction
- Civil - Small Claims, Landlord Tenancy, Divorce, Personal Protection Orders, General Civil
- Juvenile - Delinquency
- Probate - Estate, Protective Proceedings, Mental Health, Adoption, Guardianship
- Friend of the Court

Tax

The Tax group is involved with all thirty nine (39) local municipalities within Berrien County and other County departments with property tax-related duties to support tax-related programs, tax appraisal and other tax applications. The Tax group maintains the property and tax records for each municipality.

Data Integration

The Data Integration group is responsible for assisting with data integration from various systems to provide our customers with the means for quick data access and analysis. Workshops and individualized training sessions are also offered as needed.

Technical Support

Customer Service and Operations personnel collectively work together to meet the technology needs of the County. This team is dedicated to providing Berrien County employees and citizens with a stable and efficient computing platform. Our goal is to quickly and efficiently meet or exceed our customers' needs which in turn provides greater services to the citizens of Berrien County.

Customer Service

Helpdesk – This group is responsible for fielding phone calls from all County employees, remote users, and local municipalities. The Help Desk Coordinator schedules field repairs and individual training calls, and then follows up with the customer to ensure that any problem is satisfactorily resolved. This group is also responsible for facility access and computer security access.

Customer Service Specialists – This group is responsible for maintaining all County-owned computers, printers, phones, peripherals, A/V equipment, security cameras, and desktop operating systems and applications. They provide a face-to-face link between Information Systems and our customers.

Operations

LAN/WAN – Our LAN/WAN group is responsible for the overall network infrastructure. They provide administration, support, and security for our servers, routers, switches, VOIP system, Internet, and connectivity throughout the County.

Mainframe – This group oversees the daily operations of the County's IBM Mainframe. They maintain the tape library, monitor console events, and provide forms handling/report distribution for all County departments.

Switchboard – Our Switchboard group is responsible for handling all incoming calls for the County. They also monitor the Information Desk and provide Courthouse visitors with guidance and direction to the appropriate location.

Information Systems Support Services

Information Systems provides the following services:

- Help Desk
- Computer & Printer Maintenance/Repair
- Application Development
- Application Enhancements/Support
- Training
- Software Selection
- Equipment Recommendations and Purchases
- Computer Operations Support
- Network Administration
- Server Management
- Phone System Administration
- Contract/Service Liaison
- Communications/Connectivity
- Security
- Consumable Supplies
- 24x7 Emergency Support

Berrien County Technology Architecture

Berrien County's current information technology architecture consists of centralized servers. We utilize Virtual Machines (VM) to keep our physical server number to a minimum.

The network topology includes both WAN and LAN Gigabit fiber, Wireless Microwave, Wi-Fi, and 100mb hi-speed cable. Berrien County Information Systems' staff manages the County's network which connects 14 county sites, over 30 departments, State of Michigan, and many governmental agencies through-out the County and State. The County network also connects to the internet via three high-speed cable lines allowing citizens, local agencies, and businesses access to the County's information remotely.

Information Systems continually evaluates and improves the County's computer architecture to increase reliability, performance and compatibility with department

requirements. Hardware and software standards were developed to help maintain consistent, effective and efficient operations and ensure better Help Desk support.

Goals and Objectives

The Information Systems Department services Berrien County residents by providing a stable and efficient computing environment to the various county departments and agencies. The Information Systems Department is responsible for developing and maintaining information processing and services for all county agencies and offices. The department also provides information processing services on a contract basis to all local units of government in the County.

Service and support has always been our primary objective and will continue to be our focus for future endeavors. With an emphasis on consolidation of resources, we will find new technologies to meet the growing need to do business in a more cost-effective and efficient manner.

The most difficult challenge for any IT department is keeping up on technology and selecting which technology to invest in that will be cost effective for Berrien County.

The goals of Berrien County Information Systems' Department:

- Provide a computing environment which allows ease of use and accessibility to data to enable our customers to efficiently and effectively carry out the responsibilities of their assigned areas.
- Provide a reliable and secure network environment which protects the County's assets yet remains flexible to meet the changing needs of our customers.
- Provide leadership and direction in applying technology which will assist the County in meeting the ever-changing demands of local government.
- Provide technical support which includes training, problem analysis, and consulting to assist our customers in their day-to-day tasks.

Citizen Access

The need for Citizen Access to conduct county business is increasing yearly and will continue to do so. We will continue to allow more access to County public data and continue to expand our transparency to the public.

To further assist accessibility and ease of access to property data, we will create a "One Stop Shop" for GIS, Tax, and Register of Deeds data. Citizens and businesses shouldn't have to spend enormous amounts of time visiting multiple locations and/or multiple agencies to acquire the information they need. Working with County

Departments and State and Local Agencies, we will bring this information together in one place so that regardless of where the data is stored physically, our customers can come to the Berrien County website and get everything they need here.

Website

Berrien County's website is a reflection of all Berrien County offers. Our goal is to reach out to our constituents, businesses, and visitors and provide 24 x 7 access to timely information from their home or office. Money is budgeted each year for website improvements and new services. We are committed to keeping content fresh and up to date. Approved improvements for the next two years include:

- Redesign Animal Control pages to include Adoptable Pet Data Base
- Online Inmate Visitation
- Publish RFP/Q
- Online access to FOIA documents and procedures
- Provide mobile version of County website for better viewing on smart devices

Mobility

Bring your own device is also increasing each year. We plan to expand our Wi-Fi for both employees and citizens. Slated for this year:

- Provide Guest Services at County parks (Love Creek, Madeline Bertrand, Silver Beach)
- Expand the use for Prosecutor and Defense attorneys Wi-Fi access while in the Courtrooms
- Provide secure means for attorneys to bring their own device into the Courtroom and connect to the A/V equipment

Document Imaging

Implementation of document imaging can increase productivity. We currently have this feature with four large applications (FOC, Finance, ROD, Vital Records); over the next two years we plan to add this to four more applications within the County:

- Clerk's Office
- Prosecutor
- Jail Records
- Finance

A/V Systems

This is another area that is increasing yearly. From Courtroom testifying to inmate visitation to security cameras. Over the next three years our plans include expanding in every A/V area we already have implemented. Inmate Internet Visitation, add more security cameras to buildings, installing a new security camera in County buildings and increasing the number of conference rooms that have the ability to conduct video conferences.

Host Site

Due to our location and availability of high speed internet access, we are becoming a regional hosting site for both smaller governmental units and other counties. We are hosting data and/or several applications now and have plans in 2015 to add two more hosting services (Jury & access to Michigan State Police Lab Reports). We evaluate each request for hosting to determine the need, cost, longevity and trends.

Migrate to Network Applications

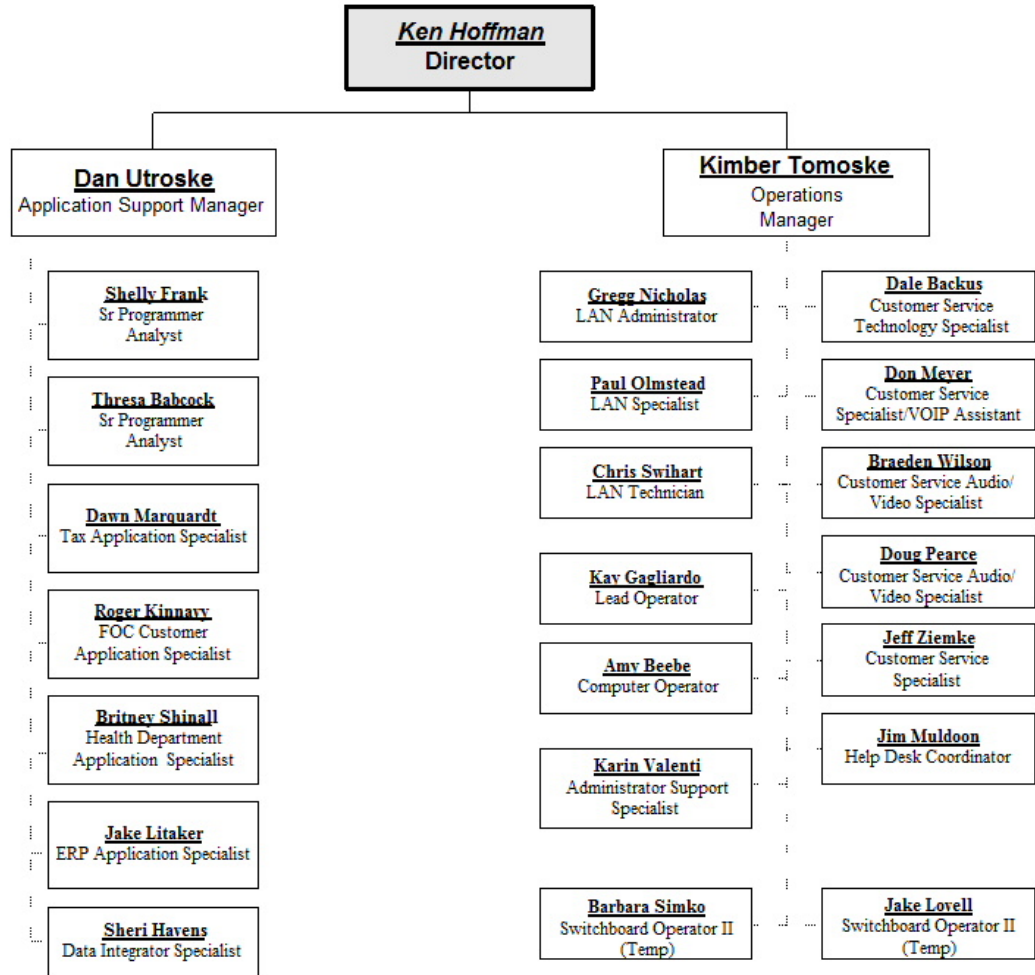
The strategic direction of Berrien County technology is to eliminate the mainframe and migrate all applications to the network. To date, two of the five major applications have been moved and we plan to migrate one of the remaining three each year:

- 2015 – Jail Management
- 2016 – Prosecutor
- 2017 – Criminal Court

Information Systems Organizational Chart

Berrien County Information Systems

April 21, 2015



Total 24
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