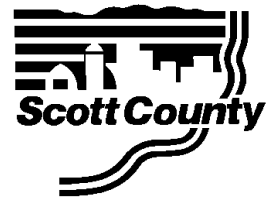


SCOTT COUNTY GOVERNMENT
600 West Fourth Street
Davenport, Iowa 52801-1187

Ph: (563-326-8651) Fax: (563-328-3285)
www.scottcountyiowa.com



REQUEST FOR PROPOSALS

Technology Assessment and Strategic Plan

Scott County is requesting proposals from technology consulting firms for a Technology Assessment and the development of Five-Year Strategic Technology Plan. Scott County intends to contract with a qualified firm to perform a technology assessment to address current and future County technology needs and solutions. Firms may express interest and request consideration for said project by making submittal to Scott County as outlined herein.

Scott County completed a previous technology assessment and strategic plan in 2000. The original assessment and strategic plan was updated in 2005. This previous assessment and strategic plan is available at http://www.scottcountyiowa.com/it/strategic_plan.php.

SELECTION PROCESS

All proposal submittals must be based on the attached scope of work. The selection team (a technology stakeholders group from the County's Technology Oversight Board) intends to evaluate all submittals through the review of work proposed, qualifications, experience, references, expertise, and cost. The evaluation process may be followed by an interview process, if necessary, to determine finalists and to enable the formulation of a selection recommendation. Said recommendation will then be presented to the Scott County Board of Supervisors for direction and action. We anticipate final selection and execution of contract with the successful firm around October 1, 2009. All decisions and selections of the Scott County Board of Supervisors and the selection team are final and are not subject to appeal.

Please do not attempt to contact any staff or officials of Scott County or the County's Technology Oversight Board outside of the RFP selection process and defined project managers. Due to the large number of potentially interested firms for this project, we are unable to grant individual meetings or telephone interviews at this point in the selection process.

Direct specific questions concerning the RFP or the project to project managers:

<p>Sarah Kautz, Budget Manager 600 West Fourth Street Davenport, IA 52801-1030 (563-326-8651) Voice (563-328-3285) Fax skautz@scottcountyiowa.com</p>	<p>Matt Hirst, Information Technology Director 400 West Fourth Street Davenport, IA 52801-1104 (563) 328-3261 Voice (563) 326-8669 Fax mhirst@scottcountyiowa.com</p>
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PROPOSAL DATA FORM

Enclosed is a copy of the Proposal Data Form for this project. This data form is the primary tool the selection team will use in evaluating all submittals. Please complete the data form in full. The Data Form must be the first pages of all RFP responses.

SUBMISSION OF ADDITIONAL INFORMATION

Additional information concerning qualifications may be submitted. This information may include additional references, brochures, educational information, organizational information, and summaries of other previous work, etc. This information will be valuable as selections are considered. It is requested that this information be kept brief and concise. Please keep the submittal of materials to one hundred pages or less.

QUESTIONS

Questions or requests for clarification must be received no later than 2:00 p.m. CST on August 21, 2009. Questions should be emailed to skautz@scottcountyiowa.com. Any requests received after this deadline will not be included in the response. All requests received prior to the deadline will be responded to, in writing, by the County. All responses will be posted on the County's website (www.scottcountyiowa.com) on or before August 28, 2009.

RFP DEADLINE

Deadline for this request is **Tuesday, September 8, 2009 at 4:30 P.M. CST.** Submittals must be received electronically at the office of the Scott County Purchasing Division by the aforementioned date and time. Submissions received after this deadline will not receive consideration.

DELIVERY INSTRUCTIONS

RFP submissions must be delivered electronically prior to the aforementioned deadline to:

Purchasing@ScottCountyIowa.com
Subject: IT Master Plan Project Scott County Purchasing Division
Scott County Administration Center
600 W. 4th Street
Davenport, IA 52801

PROPOSAL DATA FORM

SCOTT COUNTY TECHNOLOGY ASSESSMENT AND STRATEGIC PLAN

CONSULTANT INFORMATION

Please answer all questions completely.

1. Firm Name:
2. Address #1:
3. Address #2:
4. City, State:
5. Zip + 4:
6. Phone:
7. Fax:
8. E-mail:
9. Contact Name:
10. Title:
11. Owners/Officers:
12. Year Firm Established:
13. Years Technology Consulting:

14. Project Consultants Resumes (Education/Credentials/Certifications/Years Experience/Related Projects):

15. Technology Assessment and Strategic Planning Projects. Please include whether these projects were for private, public, or governmental organizations (last 3 years):

16. References/Contacts for above Projects:

17. Other pertinent information:

18. Proposal terms / cost:

19. Location where services will be performed:

20. Does the firm intend to use sub-contractors for this project?

Technology Assessment and Strategic Plan

Scope of Work

Consultant shall:

1. Perform a comprehensive assessment of Scott County's existing technology use, including a review and recommendation on the following specific areas:

A) ENTERPRISE APPLICATION ARCHITECTURE

- 1) Resource Planning
- 2) Cost Allocation
- 3) Business Process Work Flow
- 4) Document Management
- 5) Areas for improvement (see attached for listing of business processes and related applications)

B) INTERNET ACCESS/DEVELOPMENT

- 1) Public Records Data Sets
- 2) Web collaboration (XML, Web services)
- 3) Credit card processing

C) LAN/WAN NETWORK

- 1) Backup methods (disk-to-disk, deduplication)
- 2) Server Virtualization
- 3) Application virtualization / Thin computing
- 4) LAN Network design
- 5) WAN Network design
- 6) WAN Optimization

D) ORGANIZATION STRUCTURE

- 1) Technology staffing needs
- 2) Hosted/Contracted service opportunities
- 3) Technology training needs for IT and entire organization

E) TECHNOLOGY PROJECT MANAGEMENT

- 1) Project tracking
- 2) Project reporting
- 3) Project prioritization

2. **Prepare a five year strategic plan for the direction of the County's technology with specific recommendations, estimated costs, realistic proposed timelines, and potential products if applicable.**
3. **Coordinate all requests for information and project meetings through the Scott County Budget Manager or other designated representative. Update work progress and direction with project managers at weekly intervals.**
4. **Report findings in written form with specific recommendations and justifications to project managers and ad hoc technology stakeholders group from the County's Technology Oversight Board. Report must present technology enhancements in a series of logical steps achievable over a flexible period of time. Provide contingencies for adjustment of time periods and flexibility regarding future information technology direction.**
5. **Present findings in summary form prior to final report to Board of Supervisors, county administration and other interested public officials. Answer questions and explain logic and methodology as necessary. Adjust direction and/or findings as necessary based on feedback from presentation.**

Scott County Metrics:

- 5 Elected Offices
- 11 Departments
- 500 Employees
- 7 WAN Remote sites
- 15 VPN Remote sites
- Microsoft Platform
- 500 PC's
- 130 Laptops
- 180 printers
- 52 physical servers / 15 virtual servers
- 817 telephones
- 28 existing in-house developed applications
- 27 third party software systems
- Information Technology Staff: director, help desk specialist, webmaster, two GIS analysts, three (3) programmer/analysts, and four (4) network system administrators
- Additional information at http://www.scottcountyiowa.com/it/status_reports.php.

MISCELLANEOUS PROVISIONS

- (A) All proposals must be signed with the firm name and by a responsible officer or employee authorized to transact business on behalf of the firm, partnership or corporation. No firm may assign or transfer any legal or equitable interest in the proposal after the date and hour set for the receipt of the proposals.
- (B) The County reserves the right to accept any or all proposals in whole or in part, to waive any irregularities in any proposal, to accept the proposal which in the judgment of the County is most advantageous to the County and to re-advertise if desired.
- (C) No member, officer or employee of the County during this tenure or for one year thereafter, shall have interest, direct or indirect, in this proposal or the proceeds thereof.
- (D) All documents and materials prepared pursuant to this proposal are the property of the County of Scott, Iowa. The County shall have the unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data or other material prepared under this process.
- (E) No verbal agreement or conversation with any elected or appointed official, agent or employee of the County, either before, during or after the submittal of this proposal shall affect or modify any of the terms or obligations herein contained, nor shall such verbal agreement or conversation entitle the firm to any additional compensation or consideration whatsoever under the terms of this Request for Proposal.
- (F) The firm shall not discriminate against any person or applicant for employment because of race, color, creed, religion, sex, national origin or ancestry, sexual orientation, age, marital status, physical or mental disability, or political beliefs or affiliations.
- (G) The Firm agrees to abide by all laws, rules and regulations of the United States, State of Iowa, Scott County, securing all necessary licenses and permits in connection with this proposal at no additional cost to the County.
- (H) Pricing on proposals must be good for 120 days following RFP submission. Proposer may withdraw their Proposal at any time prior to bid opening.
- (I) Insurance: The firm will acquire and provide proof of \$1,000,000 coverage of comprehensive general liability insurance during the life of this contract.
- (J) The County of Scott, Iowa is exempt from all local, state and federal taxes.

Business Process /Application Inventory Survey

Amy Thoreson []

Deputy Director • Health Department • Administrative Center

Email: athoreson@scottcountyiowa.com • Phone: 326-8618 8833

Office-based users: 33; Mobile users: 18 • Desktops: 40; Laptops: 12; Terminals: 7; Network Printers: 8; Personal Printers: 5

1. **Process: (#87) Accounts Payable** - Paying invoices received by authorized vendors for services/product provided []
 - **Accounts Payable System** (Application) []

Auditor Database - Completion of this process allows for automatic payments to be set up or manual entries to be made. Because the system is based on the chart of accounts, it is possible to have claims show up on final reports that may not be from the Department. In an effort to group like cost centers within the Department, we need to have one person enter, and then another. It would be helpful if the system grouped no matter the order of entry. - Satisfaction: 3
2. **Process: (#237) Ambulances** - Licensing []
 - **Ambulance Licenses** (Manual) []

Annual Operational License - In order to operate in Scott County, ambulances must have a yearly license issued by SCHD. Currently, all the information is completed manually. A system to allow them to submit information electronically could be helpful, but not necessary. - Satisfaction: 3
3. **Process: (#99) Animal Bite** - Completing follow-up on bites and making recommendations for post-exposure prophylaxis treatment []
 - **Monthly Statistics** (Manual) []

Excel Workbook - We keep statistics electronically that are received from the Humane Society. They send us a report of bites monthly. Staff verifies that the billing matches the statistics. The stats are then entered into an Excel Workbook. It would be nice if the Animal Bite program was included in the current Health Admin database so that statistical reports could be run from the database and bites would be linked to other things that may happen at a residence. - Satisfaction: 1
 - **Rabies Recommendation** (Application) []

EpiInfo Program - When we receive an animal bite, we use the EpiInfo program to complete a rabies risk assessment. Although the program does guide the user through questions to ask based on previous questions, overall it is cumbersome to use and to generate reports. It would be helpful to have this linked also to the Health admin database so that everything was in one place. A resolution to the computer software issue in this program is a recommendation of our FY09 Animal Bite Program Evaluation. - Satisfaction: 1
4. **Process: (#118) Bi-monthly newsletter** - Distribution of information to community partners bi-monthly []
 - **Development** (Manual) []

Newsletter is developed in Publisher - The newsletter is developed by staff in Publisher and then converted to PDF for posting on the Web site and for distribution. - Satisfaction: 4
 - **Distribution** (Interface) []

Distribution via mailing list - The newsletter is now utilizing Constant Contact for distribution purposes. Constant Contact has been a very useful tool to manage our mailing list. It allows one list that is not limited by the number of individuals that can be stored and it prevents individuals from being left off or left on without their desire because someone did not have an updated distribution list. - Satisfaction: 5
5. **Process: (#76) Board of Health** - Assembling information that goes to the Board of Health Monthly []
 - **Agenda/Minutes on Web** (Interface) []

Upload of agenda and minutes to web - We currently have access to upload our own agenda and minutes to the Scott County web site. This works well and allows us to control the timeframe in which this activity happens. - Satisfaction: 4
 - **Assembling BOH Packet** (Manual) []

Pulling together agenda and other meeting materials - The BOH gets a copy of information from both the AP and PC card systems. It would be helpful to be able to generate reports from those systems at the Department level that are customized for how we need information. It would save time spent by others in different offices. The agenda is completed in word and stored in a file. Currently to put together an agenda, we pull information from previous agendas, etc manually. I know that there is some discussion about a system that manages some of these kinds of things. It would be interesting to learn more. - Satisfaction: 3
6. **Process: (#188) Child Care Nurse Consultant** - []
 - **Charting** (Manual) []

- All charting for this program is done by hand. There are very few other options for the records that are kept. Site assessments, etc are recorded on Word documents, but these are not documents set up to be completed in the field. A log of activities is required and provided by the Iowa Department of Public Health. This log is a GoogleDocs document. - Satisfaction: 4

- **naccraware** (Application) []
Program from Child Care Resource and Referral - This is a program our Child Care Nurse Consultant accesses to gain demographic information for registered home and licensed child care providers. - Satisfaction: 4
- 7. **Process: (#182) Childhood Lead Poisoning Prevention** - []
 - **Testing, Care Coordination, Environmental** (Application) []
Monitoring of all lead samples done in Scott County - The STELLAR program from the Centers for Disease Control is the program that we are required to use for the program. We believe that a new system will be developed in the future. It is the official record for the child. All program staff utilize the database to document their work. The program runs on Citrix. Clarion County Report Writer is utilized to run reports from the system. Reports for billing of the grant are also generated from this report. The program is cumbersome, but required. - Satisfaction: 2
- 8. **Process: (#181) CLIA** - Meeting Lab standards as required by the Clinical Laboratory Improvement Act []
 - **CLIA records** (Manual) []
- We are required to keep multiple records for review by the surveyors as well as practice Quality Control activities. This is all done manually by staff. Opportunities to do more with electronic training records do exist. - Satisfaction: 3
- 9. **Process: (#185) Communicable Disease** - Program to prevent the spread of communicable diseases. Also includes the investigation of foodborne outbreaks. []
 - **IDSS** (Application) []
Iowa Disease Surveillance System - IDSS is being used for all documentation of case follow up. The system has allowed us to almost go paperless with the program. Unfortunately, the program is slow to run. According to the manual "While IDSS communicates through the Internet, most of the components that a user sees and touches (the screens, menus, icons, or buttons, etc) reside on the user's computer." Once new computers are installed, perhaps the program will run quicker. Moving through the tabbed sections is slow. - Satisfaction: 4
 - **Outbreak Investigation** (Application) []
EpiInfo Program - The EpiInfo program can be utilized to help in multiple ways during an outbreak. This is a CDC program that although we have received training on, we do not fully understand. It has some network compatibility issues. - Satisfaction: 2
 - **Reporting of diseases** (Manual) []
- We receive notification of communicable diseases from a variety of sources in a variety of ways: calls, emails, looking on the University Hygienic Laboratory web site. The state does have the Iowa Disease Surveillance System (IDSS) in place with the plan to eventually handle all reporting through the system. It is not fully functional at this point. - Satisfaction: 3
 - **School Based Reporting** (Application) []
Surveillance Data submitted through schoolhealthreporting.com - Schoolhealthreporting.com is a program that was recently deployed for school nurses to report syndromic surveillance. The bugs in the program are still being worked out. This system replaces one that was designed by Scott County IT. - Satisfaction: 3
- 10. **Process: (#77) Commuting Records** - Preparing records of personal usage of vehicles to go to the Auditor's Office []
 - **Gather of information** (Manual) []
Completion of calendar - Staff completes a calendar electronically or manually by recording on their calendar the days that they did not drive their assigned vehicle and then submits that to a resource specialist. - Satisfaction: 3
 - **Processing** (Manual) []
Completion of IRS Quarterly Vehicle Report Worksheet - Quarterly the resource specialist reviews the information by generating a time sheet for each individual for the 3 months from Novatime. They then compare the time sheet to the calendar and complete the IRS report. The IRS report is printed for signature and then submitted to the Auditor's Office. There should be some way to automate this process where someone could fill in their calendar into something that would cross-check with payroll and the Auditor's office could just pull the final completed report out. Seems like a lot of manual work for a relatively simple task. - Satisfaction: 3
- 11. **Process: (#88) Correctional Health Financial Management** - Verifying and tracking medical bills pertaining to Scott County Inmates []
 - **Billing** (Manual) []
Billing for Federal Inmates and Out of County Juveniles - If an inmate is a federal inmate, the SCHD is reimbursed for pharmacy expenses only. All other bills received for federal inmates need to be returned to the provider to bill the US Marshalls directly. During the billing verification process, the resource person checks for federal inmates. The resource person works with the medical assistant at the jail to track these as well. The medical staff is required to get pre-approval for the medical care provided to federal inmates. A reimbursement form created in Excel is prepared for billing to the feds on a monthly basis. If there are any juveniles, JDC is contacted to determine if the youth is from another county. If that is the case, a copy of the bill is kept and the original is mailed to the home county of the juvenile. Scott County actually pays the bills and then seeks reimbursement from the other county. It may be beneficial if there was a way to bill the other county directly. It would save some steps and limit the delay in payment. - Satisfaction: 2
 - **Shock Loss** (Manual) []
Excessive medical costs are tracked - There has been an Excel workbook created, previously an Access database was developed, in which data is entered that allows us to track any excessive bills or accumulation of bills for one inmate of more than \$2000. The data is needed by month and by person. The current Excel version requires copying and pasting from different worksheets and is not very efficient. A different computer solution with multiple report options would be beneficial. - Satisfaction: 3

- **Verification-Medical Invoices received for inmates** (Manual) []
 - One of our resource specialists opens the Offender Management System and reviews booking and release dates to verify that the inmate was incarcerated at the time the medical service was provided. Any unusual circumstance for billing are reviewed and resolved by gathering additional information from the provider or medical. Invoices are then paid through the AP system. - Satisfaction: 3
- **Verification-Pharmaceutical Bills are reviewed** (Manual) []
 - Statement received from FirstMed Pharmacy is reviewed. All stock medications are pulled off the bill. An audit log of all prescriptions associated with inmates is sent to the medical assistant at the jail to add social security numbers and birthdates and mark the individuals who are residents of JDC. The report is then sent back to the resource specialist to highlight non-psychiatric medications. Totals are calculated. SCHD pays the stock medications and non-psychiatric medications and Community Services pays the psychiatric medications through the AP system. - Satisfaction: 2
- 12. **Process: (#89) Deposit** - Deposit and Account for SCHD revenue []
 - **Preparing deposit** (Application) []
 - Uses Health Database\Accounts Receipt System on Citrix - Person processing deposit gathers revenue from Department safe, verifies the revenue with the receipt system, generates two copies of the deposit list, has an additional person reconcile the information and then it is taken to the Treasurer's office. There are times when this system locks up and does not allow a deposit to be completed. We also have experienced problems when we have processed a lot of receipts during a day with running the report. This system is beneficial to look up historical data. The system does seem to be locking up a lot lately. - Satisfaction: 3
- 13. **Process: (#96) Electronic Calendars** - Use for room, car, equipment reservation as well as monitoring scheduled leave []
 - **Outlook** (Application) []
 - Calendars maintained for scheduling - We have multiple calendars in Outlook that we use to schedule resources within the Department as well as throughout the County. It works well. Staff have the ability to schedule their own rooms, etc. - Satisfaction: 5
- 14. **Process: (#183) Employee Health** - TB, Hearing, Hepatitis B, Bloodborne Pathogen, Hearing and CPR trainings, screenings, etc for employees that meet risk criteria outlined by OSHA. []
 - **Employee Health Database** (Application) []
 - This is a relatively new database produced by Scott County IT to manage all of the activities completed and employee health records. It may be helpful to look for a way to integrate the web-based education into the training record portion of the database. Overall the system appears to be working. Occasional bugs pop up and IT works with program staff to resolve. - Satisfaction: 0
 - **Web-based training** (Application) []
 - TB and BBP training on-line - During the last year, a web-based training program for TB and BBP was developed. This program has been greatly received and allows staff to complete training when they can and has decreased the amount of training the employee health nurse has to do. It is especially convenient for off-site locations and 24 hour operations. The program is also utilized by the schools in Scott County. - Satisfaction: 5
- 15. **Process: (#101) Food Establishment Licensing and Inspection** - Regulation of establishments that prepare and sell food for human consumption on or off their premise. SCHD license and inspects food service establishments, retail food establishments, home food establishments, warehouses, mobile food carts, farmers' markets, temporary food events. []
 - **Complaints** (Application) []
 - Utilizes DIA Program - Upon receiving complaints regarding restaurants, staff investigate the complaint. Environmental health staff complete a paper copy of the report as they investigate and then upon completion, it is entered into the DIA program by a resource assistant. We also receive a large number of complaints via e-Gov. We are also unable to generate reports from that system. There is duplication when they enter a response in that system and then write it down for data entry into the DIA database. - Satisfaction: 3
 - **Inspection** (Application) []
 - Utilizes DIA Program - While the DIA program is far from perfect, it has been set up to allow inspectors to complete the inspections in the field utilizing tough books and portable printers. Staff are able to fill the inspection report in on site and then print a copy for the establishment. This has saved a lot of data entry time in the office. Inspection reports are then transmitted via the web to the state. - Satisfaction: 5
 - **Licensing** (Application) []
 - Processing and generating licenses - The application process for new and existing licenses of multiple types is somewhat the same. The triggers for dispersing them are slightly different. All applications are available on the county's web site. For renewals, the resource assistant prints a list of establishments due for renewal from the Iowa Department of Inspection and Appeals (DIA) database and then prints the renewal applications and renewal letters and mails them to the establishments. Applications, fees, and proofs of gross sales are sent back to the department and receipted. At this point, there is no mechanism to accept electronic payment at the Health Department or on the Health Department's web page. That could be enhancement. The application has a signature on it so electronic transmission of the document does not happen either. A receipt is then mailed with the license or given if someone is paying in person. The license fee is then entered into the DIA database and a license is generated. If fees aren't paid on time, the establishment is called and ultimately can be closed if payment is not made. - Satisfaction: 5

- **New License/Change of Owner (Manual)** []
Plan review of new or remodeled facility - In case of new or remodeled facility, the owner submits floor plans to staff for review and approval. If the plan meets all the requirements, staff complete the Excel document "Plat Review Sheet". This document is stored electronically in SCHE 1111. Paper copies of the sheet are made-owner/operator, city resource assistant or building department for building permit, and file. Although the state has a database for this program, plan review is not something that is included in the database. It would be helpful if there was a way that we could store/receive plans electronically. Currently, we keep paper plans for awhile, but they take up a lot of room. It would also be interesting to develop a system between the cities and counties where all documentation for new businesses could be shared. - Satisfaction: 5
- **Web Inspection Posting (Interface)** []
Pulling data from DIA database to Scott County web site - A popular feature on the County's web site has been the food inspection reports. An interface has been set up that automatically pulls information from the DIA database for use on the County's web site. The challenge has been when changes are made to the DIA database, we do not always know what they are and how they could impact the interface. In addition, there have been times when the county's portion of the posting has not been working and we have not been notified of the problem. - Satisfaction: 4
- 16. **Process: (#78) General Department E-mail** - Receiving and forwarding e-mail sent to the general SCHD e-mail address []
 - **Health Mailbox (Manual)** []
General department address - The Health Department has established a general e-mail address for the department. This has worked well as a central point for communication from external agencies. Action center items also go there. Upon receipt, resource staff forward the messages as appropriate. The only down side of this is that we can not send messages from the health@scottcountyiowa.com. There are times when something general could be helpful. - Satisfaction: 3
- 17. **Process: (#81) General Receptionist Work** - Directing public to staff and answering questions []
 - **Phones (Manual)** []
Directing calls to staff and answering questions. - Staff answer multiple phone lines at the front desk. The phone system is a challenge. Although we have a message system, users often have problems because they just want to dial the extension, not choose 1 and then enter the extension and the pound sign. The reception staff do think a newer phone system would benefit their work. The other challenge that we have is that staff are in and out a lot. There has been some discussion about finding a way to use Outlook or some other system to provide an electronic check-in/check-out board for the reception staff to use to know who is in the office. Not sure how user friendly this would be-humans still need to input the information. - Satisfaction: 3
- 18. **Process: (#113) Grant Management** - Assure compliance with grant requirements-programmatically and financially. []
 - **Grant database (Manual)**
Access database - We have multiple systems in place to monitor grant activities and to assure that information is tracked accurately. One of the tools is a department created Access program. Overall, grant management is a comprehensive business process that we are always looking to improve. - Satisfaction: 3
- 19. **Process: (#100) Health Alert Network** - Receiving communication from IDPH and other public health partners []
 - **Health Alert Network (Application)** []
Statewide communication system for receiving and sending messages to partners. - We receive alerts from the state in multiple ways via the Health Alert Network (HAN). The HAN alerts based on alerting profiles to phones, e-mail and pager. The system is also used to share information, send local alerts and to post a number of grant related documents. The challenges faced with the system are more related to how the state uses the system rather than the system itself. We also use the pager that is associated with this program for after hours communication from the Sheriff's Department related to other public health situations-fires at restaurant, test results, etc. We may also begin to utilize another web-based notification system, LEIN. We have very little information on this system at this time. - Satisfaction: 4
- 20. **Process: (#103) Hotel/Motel Program** - License and inspect hotels/motels to assure code compliance. []
 - **Inspection (Manual)** []
Completing required inspection - Staff complete the inspections every other year. Although this information could be entered directly into the DIA database in the field, it is currently being done on paper and then entered by resource staff into the database upon staff return. The individuals that complete these inspections do not have note books to allow them to complete the inspections in the field. - Satisfaction: 3
 - **Licensing (Application)** []
Handling licenses for new or existing owners - License application material is entered into the Department of Inspections and Appeals database (DIA). The database generates lists of establishments in need of renewals. Those applications are then sent to establishments and upon payment, that information is entered into the database and a license is printed. - Satisfaction: 5
- 21. **Process: (#235) Human Resource Functions** - Managing the hiring and performance appraisal system []
 - **NeoGov (Application)** []
- The process of submitting requests to hire as well as selecting candidates to review has been streamlined by this process. Access to some features is limited, which does create some issues related to continuity of operations. It would also be helpful to be able to see status reports once it is sent to HR. - Satisfaction: 4
 - **Succesfactors (Application)** []
Appraisal System - This is a new system and the verdict is still out. Although some of the reporting features will be beneficial, the self-appraisal part is somewhat underrated. The ability of staff to access the "helpful wording" is resulting in much more

generic self-appraisals making the appraisal process more challenging. The part on the old system that identified "accomplishments" was a helpful trigger to remind managers of other projects that came up throughout the year that were not objectives, but were noteworthy. It is much harder to grasp those now. In addition, some staff have commented that they would like to be able to work on their self-appraisal throughout the year. The web-based nature is a plus when the county's internet system is running at a quicker pace. - Satisfaction: 3

22. **Process: (#187) Immunization** - []
- **Immunization Audits (Manual)** []
Audits of required immunizations for school and child care - Information collected in the field while completing the immunizations is entered into an Excel workbook designed to calculate all of the percentages and tabulate congregate reports by county, school district, etc. Reports are run from the Excel workbook for the schools as well as the BOH. - Satisfaction: 4
 - **Immunization Clinic (Application)** []
Scheduling and holding clinics - All activities including scheduling of appointments, verifying immunizations, documenting immunizations, ordering of vaccine and printing the associated reports comes from the Iowa Department of Health's Immunization Registry Information System (IRIS). This program runs off of Citrix which can create problems for staff with the program locking up, etc. To help with appointment scheduling, staff utilize an Outlook calendar as well as IRIS. The system is a requirement of our Immunization grant. As with many of the state databases, integration between them is limited or non-existent. - Satisfaction: 3
23. **Process: (#79) Internal and External Faxing** - Receiving, forwarding, and sending faxes []
- **Receiving ()** []
- Receiving faxes through the health department's general e-mail account has been helpful in that we have electronic copies of the material and items such as press releases from partners can be forwarded to multiple people without printing. The challenge has been that there are times when someone is waiting for a fax and the staff that routinely check the mailbox are away from their desk. We have put in place multiple individuals who can check the box and forward out information but there are occasions when the communication regarding someone leaving early falls through. - Satisfaction: 4
 - **Sending ()** []
- There is not much to say regarding sending faxes except that it would be very beneficial to have the technology in place that would allow staff to fax from their desk rather than printing off an already electronic file, walking what could be around to the other side of the department and faxing the item. I believe that our copier machine does have this capability, it just has not been implemented. - Satisfaction: 3
24. **Process: (#90) Inventory** - Maintain a computer-based inventory for items []
- **Tracking of equipment/supplies (Manual)** []
- The SCHD maintains two storage sheds to house additional inventory items, particularly those that have been purchased with grant dollars. We maintain a list of the items stored at the facility in Excel. In Excel we also track equipment such as digital cameras, laptops, etc. As a whole, the county must track multiple assets in many places. Perhaps a county-wide inventory system could be put into place that would allow all resources to be tracked by department in one location. For things like-how many laptops are in the county, this system could be queried. Department's would only be able to view their own inventory information, but certain individuals within the county, as needed, would have access to all records-could be useful as part of the continuity of operations planning. In addition, clinical and correctional health staff must track inventory such as sharps, etc and having a system in place to manage this would be helpful. - Satisfaction: 3
25. **Process: (#238) Jail Miscellaneous** - []
- **Diet orders/Health instructions (Manual)** []
- When we need to submit special diet requests or health instructions, that information must be entered into a computer form and then e-mailed as an attachment. It seems as if there should be some way to submit the information into some kind of database where corrections staff could log in and access the information. - Satisfaction: 3
 - **Lab ordering (Manual)** []
- We have to submit paperwork to Metropolitan laboratory in order to have lab tests run. We believe that there should be a way to submit that information electronically to them which would save time and paper. - Satisfaction: 3
 - **X-ray ordering (Application)** []
- We schedule x-rays through Biotech X-ray via a web site. This works well. It would be beneficial to have a way to import the results that come back into the OMS system. - Satisfaction: 4
26. **Process: (#80) Mail and Shipping of Packages** - Processing mail for distribution to external partners []
- (Manual) []
- Mail and shipping is pretty simple and self-explanatory. One of our resource staff members opens and sorts the mail and places it in the hot file of staff. When packages are delivered, staff are contacted to come pick it up. Outgoing mail is placed in the basket. Staff work with the print shop to check prices in regards to shipping options. One idea presented by staff was the ability to print online UPS labels. - Satisfaction: 4
 - (Manual) []
-- Satisfaction: 4
27. **Process: (#84) Mailing Database** - General department address database []
- **Access (Manual)** []
Access database designed to be a master mailing list for the Department. - An Access table has been designed to store and

manage multiple addresses for the Department. The idea was that there would be one place where information would be tracked so that anyone in need of an address could pull the most current one from the data. Criteria have been set to allow for queries. The challenge is that because it is set up only as a table, the person who does not know Access has trouble understanding it and that results in multiple databases being created. A series of menus, etc might make a non-Access user more confident and comfortable in using the database. - Satisfaction: 3

28. **Process: (#95) Media Communication** - Disseminating information to the media and tracking requests []
- **Distribution of press releases** () []
Fax and e-mail - We have created distribution lists in Outlook and groups on the copier to enable us to fax information to partners and the media. Again, the ability to fax from the desk would be helpful. We also struggle to assure that the contacts are accurate between individuals who have the distribution list in their contacts. - Satisfaction: 3
 - **PIO Tracking** () []
Access database designed to track media requests/response - An Access database was designed that allows staff to enter information regarding any media requests that are received as well as follow up information. This serves as the basis for the statistics that we generate for the Board of Health as well as for quarterly indicators. - Satisfaction: 4
29. **Process: (#233) Medicaid Billing** - []
- **CAREs** (Application) []
Web-based program from IDPH - All documentation for services provided by staff in relationship to the Child Health Program and billable to Medicaid is entered into the Child and Adolescent Reporting System, which is web-based. The speed of the internet dramatically impacts the efficiency of the work in this database. Billing reports are pulled from this system. The challenge with this system, as with others from the state, is that there is no integration between programs. - Satisfaction: 3
 - **EDISS** (Application) []
Claim Preparation Software - This software is from a private vendor in ND. The software is free and loaded on a local machine. All Medicaid Claims are entered into this system. There are a lot of updates to the system which makes it challenging. Currently, we only have one user of the system, but we will need to add additional users. We are uncertain how this will work with multiple users accessing the system and the ability to utilize the records already in the system. TA from the company has been helpful - Satisfaction: 3
 - **IME Web Portal** (Interface) []
Web-based software - Once Medicaid claims have been entered into EDISS and approved through that report, the claims are transmitted through Iowa Medicaid Enterprise's web-portal. The system seems to work well and expes payment for services. - Satisfaction: 4
30. **Process: (#91) Medical Examiner** - Activities associated with monitoring the medical examiner and the required autopsies []
- **Case records** (Manual) []
Storage of all the files associated with an autopsy/death - There are multiple papers/forms/reports associated with a medical examiner autopsy. Some of these files are paper while others are photos and even DNA samples. All documentation is completed currently with the typewriter. Long-term, we would like to have a computer application. We are in the process of beginning to prep documents for scanning for permanent storage and more accessible file retrieval. - Satisfaction: 3
 - **Financial** (Manual) []
Verify and track Medical Examiner Claims - When bills are received, they are verified by the medical examiner and the public health safety coordinator. The resource specialist then opens an Access database to assure that the bill has not been paid previously. Once all of the verification steps have taken place, the claims are processed through the Accounts Payable program. The cases are reviewed to determine if any of them are out of county cases-someone lived out of Scott County, but died in Scott County. For those cases a billing is created out of a template in Excel and sent to the home county. Information on out of county deaths as well as the other information paid through claims is entered into the Access Database. - Satisfaction: 3
 - **Statistics** (Manual) []
Access database - The Access database used for billing also tracks the number of cases, causes of death, etc. There are statistical reports needed for indicators as well as to answer requests from the public and media regarding things such as the number of suicides, etc. It would be beneficial to have all of it integrated into one system. - Satisfaction: 3
31. **Process: (#234) Medical Records at Jail** - []
- **Recording information** (Application) []
Offender Management System - OMS is in place to be a record for inmates. We would like to move to an electronic medical record system in the jail, but this system has not worked well for us. There has been training, but understanding of the system is limited. We had one instance where a significant amount of documentation was lost and could not be recovered. Since that time, documentation does take place in the system, but the information is also being printed and stored in paper file. The amount of time spent filing is enormous. There is no good way to pull external information into the system. Any customization that needs to take place must be done by corrections staff. The system is not backed up by Scott County IT and if the Sheriff's Office were to change vendors, there is uncertainty regarding the ability to pull the medical information into the new system. As a permanent medical record system, it is not functioning well for us. - Satisfaction: 2
32. **Process: (#189) Medication Pass-Jail** - []
- **Prepping/Passing** (Manual) []
- Currently this process involves pulling appropriate medications, arranging them for inmates and passing meds throughout the housing units. The documentation, etc is all done on paper. There are multiple applications available that would allow

the process to be streamlined including: electronic versions of the medication sheet received from FirstMed Pharmacy, the ability to electronically document medication being taken or refused and barcoding which would put a system in place where an inmates armband could be scanned and a medication scanned to make sure they match and to document. The potential to decrease medication errors is possible with this type of system. - Satisfaction: 3

33. **Process: (#186) Non-Public School Nursing** - []
- **Online BBP and TB education** (Application) []
- This is the program referenced in the Employee Health comments. Works well and future expansion to other areas throughout the county could be beneficial. - Satisfaction: 5
 - **Screenings, record reviews, physicals, education** (Manual) []
- All of the services provided are documented on paper. Some of the schools have their own software programs, others do not. This system seems to work better than a computer system because the records stay with the children rather than at the SCHD. - Satisfaction: 4
34. **Process: (#104) Onsite Wastewater Program** - Providing code enforcement and consultation services for the design, construction, and maintenance of septic systems for private residences and commercial operations. []
- **Application** (Application) []
Application for Permit is required for new, replacement or abandonment of septic tanks - Homeowner, contractor, etc contacts SCHD to initiate permit process. This can be done in person or on telephone. Information is entered into the Health Inspections Database on the Sewage System Application screen. Once all required information has been secured via inspection, etc the permit is approved and printed. - Satisfaction: 5
 - **Effluent Sampling** (Application) []
Homes with systems designed to generate open discharge need an annual inspection - All of these locations have been Geocoded and are mapped using the data loggers. In January a billing for the inspection/permit fee is mailed out. Again, a way to integrate our address system with the one held by the Recorder's or Treasurer's office would save time from verifying addresses or dealing with unhappy customers because they do not own the property any more or they never received the letter. Currently the information is stored in the Sewage System Inspection segment of the Health inspections database and an additional Access database is maintained. We are also unable to run reports from this system and we have no way to track samples that passed or failed. Although we have a staff person who knows about the Crystal program, his job is not to be an IT person and it creates challenges when a supervisor has to go to the person working in the program to get reports written. We need some time from IT dedicated to developing reports that are needed from this database as whole. We also need a place to enter whether a sample collected passed lab analysis or failed. Having online payment for this program would be very helpful. We process over 1,000 payments per year all via checks/cash. - Satisfaction: 3
 - **Inspection** (Application) []
Assuring compliance with Scott County Code Chapter 23 - Staff go on site to verify all requirements have been met and that system is going in as planned. A hand drawn diagram is added to back of permit. Inspection data entry is completed in database. GIS coordinates are also taken at the time of the inspection. Currently we are working on scanning records/drawings of septic systems into the County's system for permanent storage. The state is "developing" a database for this program that would have a component to store plans. The database has been slow to be developed. Once it is in place, they want to look at a way they could export the data we have in our current database into their database. That potential is in the future. Right now, we could benefit from technology that would let us enter information on-site into the computer directly and something to allow us to complete computerized drawings. - Satisfaction: 4
 - **NPDES permit** (Manual) []
National Pollutant Discharge Elimination System - Any system designed to generate an open discharge of treated effluent must have a permit. This is an annual permit that must be filled out by the homeowner. The challenge is when there is a new homeowner. It would be very helpful if there was a way to automatically generate some kind of message or alert from the recorder's office when there is a new homeowner in a home that has a septic system or well. - Satisfaction: 1
35. **Process: (#3) Payroll** - Submission of bi-weekly information to Auditor's Office for Staff Payment []
- **Leave slips** (Manual) []
Submitting information on what type of leave to use - o Currently we use paper leave slips for vacation, sick, etc. We have 12 different forms. We have identified the need to computerize these for ease and for cost savings. It would be extremely beneficial for our department and perhaps others in the county if we had a system that would allow that leave to be automatically imported into Novatime. We will begin to explore our own solution to at least the paper part in the near future. - Satisfaction: 3
 - **Payroll entry** (Application) []
Novatime - o Daily, an Exception to Policy report is generated from Novatime. This report is reviewed to assure that all leave slips are submitted for any exceptions. Novatime is accessed through Citrix. Any necessary changes to the system are made. Once all of the corrections have been made and any overtime/comp time has been accounted for, employee time card reports are run. The reports are reviewed and a breakdown of each Scott County Auditor System Payroll code is written on the bottom of the report. - Satisfaction: 3
 - **Payroll entry** () []
Auditors Payroll System - o Information from the paycodes listed on the bottom of the Employee Timecard Reports is entered into the Auditor Payroll System. Comp hours are entered first followed by regular hours. This system is also accessed through Citrix. Once all of the information has been entered, a Time Card Balance Report must be printed for departmental

signature. A more efficient system must be created for the completion of payroll. Having the Novatime system is extremely beneficial in tracking employee's attendance, but the double entry into two systems simply increases the chance of errors and takes more time than should be needed. The older payroll system does not have the flexibility that is needed with flexible work schedules, etc - Satisfaction: 3

- **Punching in and out** (Application) []
 - Staff utilize the card reader for checking in and out of their work day. The transition from hand reader to card reader has been fine. The challenge that we have is that many times staff start or leave from the field, requiring more paperwork. - Satisfaction: 3
- 36. **Process: (#191) Physicals-Jail** - []
 - **Running list/completing physical** (Manual) []
 - Currently, a report of who needs a physical is generated as a special report from the Offender Management System. The challenge currently is that the report was lost and has to be rewritten and comes in a PDF format requiring staff to retype the report to distribute to corrections. This is something that we will be working on. There is also a form in OMS for health appraisals, but it is a stock form and the ability to customize the report is not very available. Health had very limited ability to modify the information in the system to limit access to infrastructure, but it slows down the process of making changes. - Satisfaction: 2
- 37. **Process: (#83) Print shop requests** - Sending materials to print shop to be printed []
 - (Application) []
 - We currently submit requests to the print shop electronically through Outlook as well as in paper form. The turnaround time for the requests is excellent, but if there were to be a time when the volume of work slowed the turn around time, it would be helpful to have a system where the status of a work order could be viewed. - Satisfaction: 4
- 38. **Process: (#92) Purchasing** - Secure needed resources for operations []
 - **In house purchases** (Application) []
 - This system utilized the Office Supplies System on the Auditor Database located on Citrix. The only problem that we have experienced with this system is that sometimes the billing gets assigned to the wrong cost center. This is human error, not computer error. - Satisfaction: 4
 - **Out of house purchases** (Manual) []
 - Internet/catalog - The ability to purchase general supply items via catalog/internet works very well. The institution of the purchasing card has made this a very user-friendly process. The problem that we encounter, particularly as it relates to grants is getting charged with items are backordered. - Satisfaction: 3
 - **Out of house purchases** (Application) []
 - Purchasing department - The Auditor Database Purchase Order System and e-mail are used to make purchases over 1000 and to request bids for supplies. The system seems to work, although the process has been somewhat awkward in the past and quality of purchases has not always been what is needed. Anticipate future changes from the county level to streamline the process. - Satisfaction: 3
 - **Request to Purchase** (Manual) []
 - Form to gain permission to purchase - We use an Excel form filled out by staff to gain approval to purchase items. The form allows staff to assign purchases to cost centers. We are exploring a way to computerize this process. - Satisfaction: 3
- 39. **Process: (#106) Real Estate and Child Development Homes Program** - This is a multifaceted program which includes 1. survey/assessment of onsite wastewater treatment systems, 2. survey/assessment of the water supply, 3. collection of effluent samples from properties services by private wells, 4. collection of effluent samples from septic systems that have a discharge by design. Services provided upon request for real estate-becoming mandatory 7/1/09. Has implications for Recorder's Office. []
 - **Application** (Application) []
 - Person involved in real estate transaction or a child development home operator initiates process - Application can be made in person, by phone or printed from the SCHD web site. It can not be submitted online. Payment for services has to be cash or check. Application information is entered in the Real Estate Application screen of the Health Inspections database. - Satisfaction: 5
 - **Documentation** (Application) []
 - Entering information into system and putting together a report - Master files are based on 911 addresses. Staff enters the 911 address into the Health Inspections database and the record is pulled up or if there is no record, a master file is automatically assigned. Staff documents findings on Real Estate Evaluation Checklist (paper) as well as in the Real Estate database. If a water sample was collected, it is documented in the Water Sample database. If an effluent sample was taken, it is documented in the Health Inspections database. A final report/letter is given to the applicant. When sample results return from the lab, they are documented in the appropriate database and a copy of each is sent with the letter. - Satisfaction: 0
 - **Inspection** (Application) []
 - Inspection Preparation and Completion - Health Inspections database is reviewed to determine if there is a master file and existing information is reviewed. If a multiple listing sheet is available, it is obtained to support the information gathered. A copy of the most recent effluent analysis is included with the information. This is gathered from the Effluent Sample database. Once the inspection is scheduled, staff complete a well and/or septic inspection and gathers appropriate samples. Files are also reviewed for GPS coordinates. Those coordinates are utilized to locate the well/septic, etc. If coordinates are not in the system, they are recorded upon inspection. - Satisfaction: 4

40. **Process: (#93) Receipting** - Record payment and provide documentation to customers []
 - **Health Database** (Application) []
 - The Accounts Receivable system in Citrix is utilized for this process. All checks received for licenses, permits, clinic donations, etc are receipted through this system. The challenge with this system has been the ability to deactivate numbers when they are no longer needed. It would be helpful to have a system that we could add or delete items ourselves as appropriate. - Satisfaction: 3
41. **Process: (#180) Receiving and Hosting Webinars** - Through preparedness grant dollars, the region that Scott County is a part of is purchasing the software to have the capability to host and receive webinars. We do not know what the requirements of the system will be, but will be receiving it sometime in the near future. []
42. **Process: (#94) Record Retention** - Permanent storage of records through scanning []
 - **Scanning** (Application) []
 - We are increasing our utilization of the scanned file system. It has been utilized for multiple years for jail records and we are expanding it now to other programs. The quality of the work has been good and the ease of accessing the system has been fine. We did request and receive training on the system. That was beneficial - Satisfaction: 4
43. **Process: (#105) Recycling Program** - Provide recycling services for unincorporated Scott County []
 - **Recycling Site Checks** (Manual) []
 - Daily review of sites - Check the status of the recycling bins-do they need to be pulled, has contamination material been dumped, does the area need to be cleaned. This is done at two locations by Conservation. - Satisfaction: 5
 - **Statistics** (Manual) []
 - Verifying billing and statistical information - Billing statements are compared to Site Activity reports to make sure that pulls of bins match with dumps at the recycling station. Statistical report in Excel is maintained that tracks the number of pulls from each site, tonnage received from each site, and the associated charges on a cumulative basis. - Satisfaction: 4
44. **Process: (#86) Safety Management** - Assuring information regarding safety incidents is handled appropriately []
 - **Training/Education** (Manual) []
 - The activities related to safety management are making sure that all of the training and educational resources as well as protective equipment is safe for staff. Many of these items are covered throughout this document in other locations. - Satisfaction: 4
45. **Process: (#85) Scott County Public Health Preparedness Plan** - Keeping up to date information in case of response to a public health emergency []
 - **Plan maintenance** (Manual) []
 - The major portion of this program is to assure that plans are in place handle public health emergencies-floods, disease outbreaks, etc. GIS has been utilized in the last year to assist with those efforts. In addition, there is a strong link with EMA and all of the requirements of that agency. Technology links with SECC will be crucial as well looking at EOC function, joint information centers, etc. A lot of time is spent verifying accurate contact information. If there was a system put in place that would have the most current information for mayors, city councils, police, fire, etc that could be accessed at one central point in the county, it would be helpful. We also need to explore additional technology resources that allow us to communicate quickly with partners-blast faxes, communication systems, etc. There is much work to improving communication efforts for public health preparedness. - Satisfaction: 3
46. **Process: (#190) Sick Call** - []
 - **Processing of Sick Call** (Application) []
 - Medical Kites-Turnkey Corrections - When an inmate has a "medical need/request" they submit their request through the medical kites program. Those requests are sent to the medical staff. Staff can review and respond in the system to the inmates. There are challenges to this system. The first is that it is a different system than Offender Management System where ultimately all medical records will be stored. Currently, all sick call requests are printed and then filed in the inmates paper file. There is no direct way to link them. Another challenge is that not all inmates have access to medical kites so a dual system is needed to meet those needs. The physician also makes notes on the paper forms. He is unable to make those notes electronically because they would be included in the response to the inmate. - Satisfaction: 3
 - **Processing of Sick Call-Paper Forms** (Manual) []
 - There are circumstances in the jail that do not allow the inmates to submit sick call requests via the medical kites system. This requires additional forms to be on hand as well as more time associated with responding to the requests-many of which are not valid concerns. - Satisfaction: 2
47. **Process: (#107) Solid Waste Hauler Program** - Established permits, requirements, and violation penalties to promote the proper transportation and disposal of solid waste. []
 - **Inspection/Permitting** (Manual) []
 - Inspection of trucks to make sure meet requirements and have a permit sticker - Inspections include verifying the presence and use of a tarp, vehicle integrity, and the absence of any leaking material. Warning and suspension can occur if corrections are not made. Information included on the permit information sheet is entered into the Health Inspections database. If new vehicles are added or vehicles are taken out of service, adjustments to the database are made throughout the year. - Satisfaction: 3
48. **Process: (#82) Staff Contact Information** - Securing information to reach staff off hours []
 - **Staff information form** (Manual) []
 - Staff complete a form that lists emergency contacts, address, phone number, etc. Form is then entered into an Access

database to run listings for staff directories, after hours contact information. It would be helpful if there was something that could be accessed from HR so that the information could just be provided once and pulled for multiple purposes. - Satisfaction: 2

49. **Process: (#184) STD/HIV** - Provision of counseling, testing, diagnosis, treatment, referral and partner notification for 10 STDs. []
- **Clinic** (Manual) []
 - SCHD holds walk-in clinics 3 times per week. At the clinic clients are interviewed, counseled, examined, receive lab tests, and possibly treated. In addition a number of vaccinations are offered to the clients. All of this information is documented on paper. The IRIS program (immunization) is used to document when vaccines are given. The SCHD has the desire to move to electronic charting for this program and is working with IT to develop or deploy an application that will meet the multiple needs of the program. - Satisfaction: 3
 - **HIV data entry** (Application) []
 - Prior to processing of an HIV test, all information must be entered and submitted into the Iowa Evaluation web program at <http://iowa.lutherconsulting.com>. Once test results come back, the results as well as some additional information must be entered into the program as well. - Satisfaction: 3
 - **Reporting & Receiving STD/HIV Results** (Manual) []
 - STD and HIV results for clients seen at SCHD are retrieved from the University Hygienic Laboratory's web site. The results are downloaded and printed for the file. As the application is developed ways to import information from external sources will be important. All other STD reports of disease are reported via phone or fax and recorded on paper records. - Satisfaction: 3
 - **Statistics** (Manual) []
 - Currently, it is time-consuming to pull monthly statistics regarding STDs. We are hopeful that the new system will expedite the process. - Satisfaction: 2
50. **Process: (#108) Swimming Pool/Spa Inspection Program** - Annual Comprehensive Pool/Spa Inspections. []
- **Financial** (Application) []
 - Billing and Follow-up letters - Upon entry of the inspection into the Access database, an invoice for billing is generated. Record of payment is also entered into the program. The program is set up to calculate discounts, etc. With the invoice, an annual inspection letter is generated and printed. There is no provision for special inspection billing included in database. In addition, we have experienced an error message on the invoice that we can not get rid of. It was programmed by someone outside of the Department. We currently write it out, make a copy and can then use the invoice. There is a report that allows staff to monitor who has an outstanding payment. The system also generates late fees automatically. - Satisfaction: 3
 - **Inspection** (Application) []
 - An Access database for pool/spa inspection, corrective action and billing was developed within the SCHD. A list of pools/spas needed to be inspected by month is generated. From that list, staff print the inspection forms and corrective from the database on a dot/matrix printer on triplicate paper. At the time of the inspection, staff complete the paperwork and give a copy to the facility. One of the copies is maintained in the SCHD and the other is ultimately sent to the owner with the bill. Upon return to the office, a resource person enters the data into the computer for storage into the database. Upon reinspection, details of completion of the corrective action plan are entered. The process works, but the potential to integrate this program into the Health Inspections Database exists if all of the features could be maintained. In addition, if the program was designed so that staff could enter the information at the time of inspection like the food program, time resources and paper resources could be saved. The triplicate paper is expensive. There would need to be some front end money spent in this area. - Satisfaction: 3
 - **New Pool** (Manual) []
 - Review of plans - The Iowa Department of Public Health approves plans and issues licenses/permits/registration. When a new facility is opened, staff review the Health Inspections database to determine if a master file number exists to assign to the new pool/spa. - Satisfaction: 3
 - **Water Sample Results** (Manual) []
 - Gathering data from lab - Staff pull pool water sample results from the lab's web site and record in Health Admin database. This is a process that we will be reviewing to determine whether it should be continued. Currently, we can not pull any reports regarding samples analyzed by facility from the database. - Satisfaction: 2
51. **Process: (#109) Tanning Program** - Regulation of public and private establishments who operate devices used for the purpose of tanning human skin through the application of ultraviolet radiation. []
- **Billing** (Application) []
 - Annual Inspection Fee Charged - Inspection fees are billed by SCHD after each inspection. An invoice is created in Access. Resource staff enter the date of inspection and the date the establishment is invoiced in the Access Database. Database is used to track payment and outstanding invoices. Payment is receipted in the receipting system. - Satisfaction: 4
 - **Inspection** (Manual) []
 - Assure compliance with code - Staff completes inspections utilizing paper inspection form. This is a state form. If violations are noted, a corrective action form is completed. This paper form is completed either at the time of the inspection or sent to the inspector at a later date. The form is completed and returned so that staff can assure that all violations have been corrected. These files are stored in the paper master files. The date of inspection, the date a plan was due and received, date of inspection, date of compliance are all entered into an Access database for tracking. - Satisfaction: 4

- **Permit (Manual)** []
IDPH provides permit to operate - SCHD Staff receive notification of when a new tanning facility is being established. At times applications are submitted to SCHD, but they are then forwarded on to IDPH. Health Inspections database is reviewed to secure an existing or new master file number. - Satisfaction: 4
 - **Reporting (Manual)** []
Fiscal year and monthly reports - This report is compiled for Clinton County as we perform their inspections under contract and IDPH. It consists of a monthly breakdown of the number of inspections, the number of enforcement actions required to eliminate deficiencies and the number of facilities closed. In addition, monthly statistics are entered in to the BOH statistical report and indicators (Excel). - Satisfaction: 4
 - **Testing (Manual)** []
Owner/Manager Test - SCHD administers a monitored IDPH Tanning Facility Operator Test-Owner version. This open book test is given at the SCHD. Training materials are provided at no cost, but a \$25 fee for proctoring the test is charged. This is an open book test that owners/operators must score 70% on. The test is hand graded and discussed. Owners/operators must then give a different version to any employees and keep that on file. The potential to look at some kind of computer based test exists to limit staff time correcting the exam. - Satisfaction: 4
52. **Process: (#110) Tattoo Establishment Program** - Annual inspection and complaint investigation in order to assure that tattoo establishments and tattoo artists meet Iowa Code. []
- **Billing (Application)** []
Annual Inspection Fee Charged - Inspection fees are billed by SCHD after each inspection. An invoice is created in Access. Resource staff enter the date of inspection and the date the establishment is invoiced in the Access Database. Database is used to track payment and outstanding invoices. Payment is receipted in the receiving system. - Satisfaction: 4
 - **Inspection (Manual)** []
Annual review of compliance with code - Inspections are completed using the Tattoo Inspection Checklist-a paper state form. The establishment as a whole and also each artist's station is inspected. A copy of the form is left at the establishment. Any violations are noted on the Corrective Action form. That form must be filled out at the time of inspection or within five days. A reinspection is completed. The pink copy of the form is mailed to IDPH. - Satisfaction: 4
 - **Permit (Manual)** []
- IDPH has the responsibility for reviewing and approving tattoo establishment and artist permits. SCHD refers owners/artists to IDPH. Once SCHD is notified of a new facility, the Health Inspections Database is reviewed to secure a new or existing master file number. Artist permits are sent directly to the artist. Establishment permits are sent to SCHD. SCHD inspects the new establishment and issues the permit to the owner after a satisfactory inspection. - Satisfaction: 4
 - **Reporting (Manual)** []
Fiscal year and monthly reports - This report is compiled for Clinton County as we perform their inspections under contract and IDPH. It consists of a monthly breakdown of the number of inspections, the number of enforcement actions required to eliminate deficiencies and the number of facilities closed. In addition, monthly statistics are entered in to the BOH statistical report and indicators (Excel). - Satisfaction: 4
53. **Process: (#97) Training Matrix** - Identify training requirements and provide a means of tracking employee training and continuing education []
- **Training Matrix Workbook (Manual)** []
Excel Workbook - Every staff person has their own tracking sheet to keep a training record of education that has been received: department-wide, county-wide, and individual specific. HR needs documentation of this information, employee health needs some of it, staff needs some of it, it would be nice if there was an electronic database that could put in place that allowed it to be put in one place and accessed by HR, employee health, employee, supervisor. Could be applicable county-wide. - Satisfaction: 3
54. **Process: (#111) Transient Non-Community Public Water Supply Program** - Provide sanitary surveys and consultation services for the maintenance of transient non-community public water supplies. []
- **Billing (Manual)** []
Annual Payment - IDNR pays the SCHD once for all TNCs inspected each year. The Administrative Office Assistant will process payments quarterly if an inspection was conducted and a written inspection report was submitted to IDNR. Payment is receipted through county receipt system. - Satisfaction: 2
 - **Inspection (Manual)** []
Sanitary Survey (every 3 years) Site Survey (other years) - SCHD inspects facilities on the list from the Iowa Department of Natural Resources (IDNR). Any additional locations that are found are sent to IDNR to add into inspection schedule. Written reports are completed and submitted to IDNR after review. Deficiencies are follow-up on by IDNR. - Satisfaction: 2
55. **Process: (#98) Travel** - Completion and Submission of required forms for travel by employees []
- **Completion of Forms (Manual)** []
- As with all other Departments, tracking of travel expenses to capture entire travel and avoid duplication is a long process utilizing multiple forms. There should be a method to simplify gathering all the required information and collating it into one usable form. - Satisfaction: 2
56. **Process: (#112) Vending Machine Program** - issue licenses, inspect and assure compliance of vending machines that contain non-prepackaged food or potentially hazardous food. []

- **Inspection** (Application) []
Annual review of compliance with code - Inspection is completed on site utilizing the DIA database. A copy is printed for the facility. Upon return to the office, the inspection is uploaded to the state. - Satisfaction: 4
 - **New License and/or Change of Owner** (Application) []
- Application for operator's license is given in person, mailed, or available on Scott County web site. Additional applications may be needed if food is to be stored at a location other than the machine. Upon receipt of application, resource staff receipt payment in the county's receipt system. The license information is entered into the DIA food database program. License number is obtained from the computer program and license is generated. The individual tags are typed for each vending machine. The license and tags are mailed to the owner/operator. - Satisfaction: 5
 - **Renewal Licenses** (Application) []
Annual License - A list of establishments due for renewal is printed. Renewal applications/letters are printed and mailed to the establishments. When the application and fee is received, it is receipted through the receipting system and then the information is entered into the Department of Inspections and Appeals (DIA) database. A license is then generated and sent to the establishment. - Satisfaction: 5
57. **Process: (#102) Water Well Program** - License and assure proper well construction, closure, and rehabilitation. Monitor well water safety through water sampling. []
- **Financial** () []
Reimbursement to property owners - Grants to Counties program through the IDPH allows reimbursement to property owners for costs associated with well rehab and plugging. Owners must pay the costs up front and then county reimburses through claim cycle up to a maximum amount. The Bills are reviewed and entered into the Well Inspection portion of the Health Inspection database. For plugging, the information is entered into the Grant Closure Inspection part of the Health Inspections database. - Satisfaction: 5
 - **Grant reporting** () []
Quarterly report to IDPH - A report is generated from the IDNR Private Waterwell Tracking System to get the number of wells plugged, rehabilitated and the number of water samples collected. This information is then used to prepare the report for the IDPH. - Satisfaction: 4
 - **Inspection** () []
On-site review of well activity - For new wells, prior to approval of the permit approval, a site survey is conducted to determine the most suitable location for the water well. This information is gathered by SCHED staff or a contractor and also entered into the database. For other circumstances, any existing files for the property are retrieved and reviewed prior to the completion of a field inspection. A GeoExplorer data logger is used to collect the coordinates of the private water well. Entry regarding the inspection is entered into the Well Inspection or Grant Closure segment of the Health Inspections database. The inspection is also entered into the IDNR Private Water Well Tracking database. - Satisfaction: 4
 - **Permit** (Application) []
Application - An application for permit is required for construction, reconstruction, rehabilitation, and abandonment of any existing private water well. New construction requires a permit from the Iowa Department of Natural Resources (IDNR). Permit information is entered into the Health Inspections database into the Well Application or Grant Closure application screen. The permit from IDNR is issued using the IDNR Private Water Well Tracking Database. - Satisfaction: 4
 - **Water Sampling** (Application) []
Includes sampling on request for existing wells & required sampling on new wells or reconstruction - A water test is scheduled with the property owner. Prior to the collection, existing master file information is reviewed. The sample is taken and the lab's data sheet is filled out. The GeoExplorer data logger is used to obtain coordinates of the well. Other logistical information is collected and then the data is entered into the Water Sample portion of the Health Inspections database. At a later date, the water sample results are entered into the Health Inspections database and the IDNR private water well tracking system. A copy of the report is mailed to the property owner. As part of our FY09 Program Evaluation on Water wells, we identified the need to develop some data tracking tools for the water sampling portion of the program. When a home is new construction and there is no owner we need to find a way to contact the owner when the property is purchased to schedule a water sample. Additional reports on water samples are needed as well. - Satisfaction: 4
58. **Process: (#117) Web site** - Updating information on SCHED and EMS Association web pages []
- **EMS Web site** (Application) []
Utilize E-Gov - As far as the web site for the EMS Association, the only portion that we have the ability to is the calendar. That works well. We need additional access to update information because this is not always accomplished in a timely manner. - Satisfaction: 2
 - **SCHED** (Application) []
Utilize E-Gov - Specific staff have been given certain abilities to update the SCHED's web page. This is very helpful to us to make sure that information can be placed on the page in a timely manner. We do struggle with getting information posted that we do not have access to when it is not an emergency. Enhancements such as adding video, have been extremely slow. - Satisfaction: 3

(#21) Barb Vance []

Operations Manager • Treasurer • Scott County Administrative Center & County Genera

Email: bvance@scottcountyiowa.com • Phone: 563-326-8747

Office-based users: 29; Mobile users: 2 • Desktops: 29; Laptops: 2; Terminals: 0; Network Printers: 16; Personal Printers: 3

1. **Process: (#211) Action Center** - communication by customers from Scott County website []
2. **Process: (#199) Adobe Reader** - Ability to view PDF files []
3. **Process: (#200) Auditor Data Base** - A/P, Nova Time, Payroll, Pruchasing System []
4. **Process: (#208) DMZ website** - allows user to post delinquent tax list online []
5. **Process: (#156) DOT ARTS Console** - Vehicle Registration and Title System []
6. **Process: (#204) First National Bank of Omaha** - Manage ICTEA banking account []
7. **Process: (#198) FRX** - General Ledger Reporting Platform []
8. **Process: (#206) Image Tech** - provides data for motor vehicle transactions before 2005 []
9. **Process: (#207) Image Ware** - System allows seach and printing of scanned titles and supporting documents []
10. **Process: (#158) ISCTA** - In office cr/debit card payments, Reports for online tax and mv payments, manuals and resources []
11. **Process: (#201) JAVA** - for In office payments to communicate with software []
12. **Process: (#150) Miscellaneous Receipts** - Receipting revenue for all county departments []
13. **Process: (#202) MOCHA** - for In office payments to communicate with software []
14. **Process: (#194) NEO GOV** - ability to request filling vacancies, review applications, and select applicants to interview []
15. **Process: (#159) Personnel Appraiser** - Provide personnel appraisals []
16. **Process: (#152) Platinum** - County's General Ledger []
17. **Process: (#210) Q-Matic** - Que's customers for next available window, reports customer waiting time and # of customers []
18. **Process: (#205) Scott County DOT Titles** - File for daily transactions with title, plate and name []
19. **Process: (#154) Tyler's InVision** - Property Tax System []
20. **Process: (#209) VIN Assist** - determines legitimate VIN and what each character represents in a vehicle identification number []
21. **Process: (#157) Wells Fargo CEO** - Banking management []
22. **Process: (#195) Wells Fargo PC Processing** - Purchasing Card Payment Manager []
23. **Process: (#203) Wells Fargo Plus** - store and read scanned check images []
24. **Process: (#196) Wells Fargo Red X** - Secure File Transport for lock box and apportioning ACH files []
25. **Process: (#197) Win Fax Pro** - fax program for investment responses []

(#12) Brian Hitchcock []

Director • SECC • Court House (For Now)

Email: bhitchcock@scottcountyiowa.com • Phone: 563-328-4149

Office-based users: 30; Mobile users: 3 • Desktops: 30; Laptops: 3; Terminals: 0; Network Printers: 10; Personal Printers: 0

1. **Process: (#119) CAD Entry** - Entry and tracking of call requests and responses []
 - o () []
 - Satisfaction: 0
 2. **Process: (#126) Complaint Resolution Program** - Tracking of Complaints & Resolutions []
 3. **Process: (#122) E-mail** - E-mail []
 4. **Process: (#128) Employee Note File** - Tracking of issues and compliments of employees []
 5. **Process: (#121) Internet Inquiries** - Seeking information via the internet []
 6. **Process: (#127) Mapping System** - Querying locations on maps []
 7. **Process: (#129) Quality control Program** - Routine checks for quality control []
 8. **Process: (#120) Recording Retrieval** - Obtaining recordings from the recording system []
 9. **Process: (#124) Records Management System** - Query Information on the RMS system []
 10. **Process: (#125) Scheduling** - Scheduling of Personnel []
 11. **Process: (#132) SECC Web Site** - []
 12. **Process: (#133) Technical Issue Resolution** - Program for annotating and resoving technical issues within 911 []
 13. **Process: (#123) Telephone Answering & Calling** - Answering and calling telephone traffic []
 14. **Process: (#130) Training Program** - Program for entry level and ongoing training []
 15. **Process: (#131) Warrant entry and tracking** - Entry of warrants and program for tracking of warrants []
-

(#20) Cheri Sexton []

Benefits Coordinator • HR • SCAC 6th floor

Email: csexton@scottcountyiowa.com • Phone: 563-326-8767

Office-based users: 4; Mobile users: 1 • Desktops: 4; Laptops: 1; Terminals: 2; Network Printers: 2; Personal Printers: 0

1. **Process: (#74) A/P Claims processing** - enter accounts payable claims in the Auditor's database []
 2. **Process: (#73) insurance enrollment** - online enrollment and administration of health, dental & vision insurance []
 3. **Process: (#75) P Card** - reconcile p-cards for HR, SECC, Risk Mgmt, & EMA []
-

(#2) Chris Berge []

Administrative Assistant • Administration • 6th Floor, Admin Center

Email: cberge@scottcountyiowa.com • Phone: 8604

Office-based users: 1; Mobile users: 0 • Desktops: 3; Laptops: 1; Terminals: 0; Network Printers: 1; Personal Printers: 0

1. **Process: (#240) Annual Boards and Commission Meetings** - []
 - **Contacting Boards and Commissions** (Interface) []
 - Board approves dates for upcoming meetings. I contact by phone or e-mail the Boards and Commissions and budget analysts to schedule an agreeable date. Letters or e-mails go out to confirm scheduled times. Agendas are prepared for the meeting. - Satisfaction: 3
 2. **Process: (#239) Boards and Commission Appts** - Tracking of Board Annual Appointments []
 - **Tracking of Appointments** (Interface) []
 - All the appointments are in a word document. I check the document monthly to see if any appointment vacancies are occurring. If there is an upcoming vacancy, the name is put on the Board of Supervisors' agenda for review. The Board reviews and instructs staff to contact the appointee. If the appointee agrees to serve, a resolution and letter is prepared for Board approval. The word document is updated with new dates, addresses and appointment name. - Satisfaction: 3
 3. **Process: (#2) Meeting Agenda System** - Board Agenda []
 - **Distribution of Packet** (Interface) []
 - The agenda is sent via e-mail to department heads and media. Copies are posted on bulletin boards and distributed to bailiff desks. The agenda is posted on the web. - Satisfaction: 0
 - **Duplication of Packet** (Interface) []
 - The Print Shop prepares 14 copies of the entire of packet and copies of just the agenda. - Satisfaction: 0
 - **Meeting Agenda System** (Application) []
 - It lacks flexibility, not user friendly, and doesn't have spell check. - Satisfaction: 3
 - **Meeting Agenda System** (Manual) []
 - Collecting Data - Agenda items are e-mailed to me. I compile the items and word them in the appropriate format. - Satisfaction: 0
 - **Scanning Packet** (Interface) []
 - Each section is scanned, and then indexed and put on the web. - Satisfaction: 0
 4. **Process: (#241) Target Issue** - []
 - **Target Issue** (Interface) []
 - Excel is used to compile information. Departments update the status of their target issue. Departments are reminded to update their pages every 2 months. I make sure pages are uniform in appearance and blanks are filled, and then give to Dee for review. After review, all issues are compiled into one packet and distributed to the Board. - Satisfaction: 3
-

(#18) Conservation []

Headquarters • Conservation • Headquarters -West Lake Park

Email: conservation@scottcountyiowa.com • Phone: x5600

Office-based users: 18; Mobile users: 26 • Desktops: 37; Laptops: 11; Terminals: 0; Network Printers: 10; Personal Printers: 5

1. **Process: (#57) Web Conservation Calendar** - **Package utilized to post activities on the conservation web site for the customer and internally for planning purposes.** []
 - **Information Entry (Manual)** []
 - Type in information that is new or update information previously posted. Need the calendar to show an activity that takes place over several days** - Satisfaction: 3
2. **Process: (#61) CODY** - **package used to create and track law enforcement reports** []

- Reports (Manual) []
Enter, obtain approval and coordinate a law enforcement report - CODY is a program utilized among many sections in the County and also the small towns to record and process law enforcement reports. There are many functions or processes and we will not note each one. We do some system administration within the program for adding new users and changing passwords, etc. - Satisfaction: 3

- 3. Process: (#55) Egov - Package utilized to update Conservation web page and also field questions asked by the public. []
 - Field Customer Questions (Manual) []
Respond to customer questions after internal staff coordination, if necessary - Provides public accessibility to get their questions answered - Satisfaction: 3

- 4. Process: (#62) FAS Solutions - Package used for asset accountability []
 - Antique Accountability (Manual) []
Manually enter antique items into database for accountability purposes - System is easy to work with and has good speed of operation - Satisfaction: 4 We would like direct access to this system for entering all fixed assets rather than submitting paper forms to be entered by later. Would also like to explore using it for misc. assets under \$5000.00.

- 5. Process: (#60) GIS - Package utilized to record locations using GPS, create topo maps, determine area sizes, and a host of other functions. []
 - Data Entry (Manual) []
Collect field data on hand held unit and transfer to a layer - There are a LARGE number of processes associated with GIS. We use a portion of the capabilities of the program to track utilities, determine area sizes, and the graphical aspects associated with maps - Satisfaction: 3

- 6. Process: (#63) InfoCop - Package used to obtain information related to law enforcement []
 - Law Enforcement Traffic (Manual) []
Provides mobile in-vehicle access to NCIC data on drivers and vehicle information - - Satisfaction: 3

- 7. Process: (#51) Internet - Update information on our web pages, obtain information on events, items and research. Order parts and equipment []
 - Dissemination and Obtaining Information (Manual) []
Update Web Page, obtain information, order parts, process credit cards - Speed is lacking on a routine basis. Create issues when speed is slow or when it is not available – the speed dramatically impacts the efficiency of processing credit cards.
 - Satisfaction: 2

- 8. Process: (#52) Intranet - Review information, obtain information, such as phone numbers for County employees []
 - Obtain Information (Manual) []
Source of County specific information and current County events - - Satisfaction: 4

- 9. Process: (#58) MS Office - Package utilized to create documents, presentations, complete email, etc []
 - Software package (Manual) []
Standard business software utilized to create business documents and email - Multiple functions to support various business applications. - Satisfaction: 4

- 10. Process: (#50) Novatime - Payroll and time worked entered on employees []
 - Records payroll hours (Manual) []
**System to record payroll hours interfacing with time clocks - Time clocks record information. Staff pulls the hours, prints the time sheets and reviews for accuracy, subsequently entering into ZIM. System does not have the flexibility that is needed with flexible work schedules, etc. At times there are problems with card readers not working. Need better reporting functions.
- Satisfaction: 2**

- 11. Process: (#59) Parking Tickets - Package used to enter parking violations for accounting purposes []

- County Parking Citation (Manual) []
System to track County parking citations and warnings - New system for us. Little experience at this time - Satisfaction: 3

12. Process: (#49) Payroll - Payroll entry & information for employees []

Pay of personnel (Manual) []

Time is entered from NovaTime into ZIM system. The double entry into two systems is time consuming and increases the chance of errors. Would like ZIM system to always be available for viewing – even when payroll is processing as sometimes you need info for an employee and the system is not available. Satisfaction: 2

13. Process: (#54) Publisher - Package utilized to create brochures for our customers []

- Document Creation (Manual) []
Documents, primarily brochures in our case, are created with this package. Would like more flexibility with inserting pictures (placement and sizing) and moving information around on a document - Satisfaction: 2

14. Process: (#53) Rec Trac - Overall package utilized to complete all the commercial or customer related transactions associated with the Conservation Department, such as camping, boat rentals, concessions sales and all the Golf Course aspects. []

- Business Activities (Manual) []
Record business transactions and track inventory, - Robust program to track all Golf and Park related business activities. Processes credit cards through the internet. Complete sales and accounting. - Satisfaction: 4

15. Process: (#56) Scott County Uploader - Package utilized to put press releases and information required by Code, such as Board minutes, on the web. []

- Upload (Manual) []
Place press releases and Board minutes on the web - Assists with public information dissemination - Satisfaction: 3

16. Process: (#64) TRACS - Package used to obtain information related to law enforcement []

- Citation and Report Creation (Manual) []
Provides a somewhat reduced paper system to issue citations and select reports from a vehicle - Satisfaction: 3

ADD:

WebTrac – (This should be added after Rec Trac) This is a module of Rec Trac that allows online access to the database for reservations of shelters and tee-times. Has the ability to be used for registration of programs, cabin rental, etc if further developed.

MainTrac – (This should be added after Rec Trac as well.) This is a separate product similar to Rec Trac that is used for vehicle records, tracking employee work orders expenses, inventory control, building and playground inspections, etc. The product is not currently utilized extensively because of it's complexity and staff complaints, but a similar product or products is needed for these functions.

Frx-Drilldown and Excel spreadsheets to track grant expenditures. Frx used for Board reports – tracking expenses – would like it to be more current.

Claims/Accounts Payable - Bi-weekly processing of accounts payable including operating expenses and capital projects. Would like A/P system to always be available for viewing – even when A/P is processing claims as sometimes you need info and the system is not available.

IRS Quarterly Vehicle Report Worksheet – excel spreadsheet is kept to record needed information for this quarterly report. There should be some way to automate this process in NovaTime so payroll could just pull the information from the system . Seems like a lot of manual work for a relatively simple task.

Fuel Tax rebate - submit request for reimbursement of fuel tax using phone prompt system

Wells Fargo Pcard []

Transactions are checked each week to ensure that receipt is present and charges are in line with county policy. GL numbers are added here. Data is downloaded every 4 weeks. Reconciliation of card holder purchases and on line statement - every purchase is audited to check for sales tax, purchasing policy rules and receipts.

NeoGov []

The process of submitting requests to hire as well as selecting candidates to review works for full-time positions. Conservation hires approximately 160-180 seasonal employees during the summer resulting in many applications being submitted. Better sorting features are needed to sort by applicants applying for WLP, SCP, GCGC, GC Maintenance

SuccessFactors (Interface) []

On-line performance evaluation system. For Conservation it would be helpful if the administrative assistant could also receive notices from SuccessFactors regarding due dates as supervisors need to be given information on attendance and the employee's percentile which the admin assistant provides.

Outlook Calendars

- Maintains schedules for rangers and campground attendants – vacations and days off are also maintained on Outlook. Also used for internal activities. Multiple calendars are used. Used for contact information and for daily journaling.

Ordering Supplies

Using Corporate Express and Office Max – previously sent requests through Purchasing/Bob Holliday

Vehicle Tracking

Use excel spreadsheet to keep information - would be interested in using database system such as Access to keep information

Phones

The main menu message system could be easier to change when necessary.

Capital Tracking

Use excel spreadsheet to keep information

Inventory

Use excel spreadsheet to keep information – although we don't keep a lot of inventory on hand (See comments on FAS systems)

(#22) Dave Donovan []

FSS Director • Facility and Support Services • 6th Floor Administrative Center

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Office-based users: 7; Mobile users: 25 • Desktops: 7; Laptops: 3; Terminals: 4; Network Printers: 6; Personal Printers: 0

1. **Process: (#147) Access Control Management** - Manage multiple access control systems including access changes, history, cardholder processing, etc. []
 - **GateKeeper** (Application) []
Jail Access Control Application - Database application - This application allows us to assign and track access privileges for each access point and cardholder within the jail security system. We also enter assigned parking sticker numbers into this system for tracking purposes. - Satisfaction: 3
 - **Keyscan** (Application) []
Database application - This application allows us to assign and track access privileges for each access point and cardholder. This application is our photo ID badge database and generates the templates to print the badges. - Satisfaction: 3
2. **Process: (#170) Accounts Payable** - Bi-weekly processing of accounts payable including operating expures and capital projects []
 - **Auditor's Database** (Application) []
The same process as other departments - - Satisfaction: 2
3. **Process: (#163) Asset Management** - Management of the county asset database for reportable assets including add/delete/change management, cycle processing and reporting. []
 - **Excel Generated Asset reports** (Application) []
Dump from FASGov to Excel - At fiscal year end we dump asset database information into excel and manipulate the data to create year end journal entries and information for the annual audit. - Satisfaction: 2
 - **FASGov** (Application) []
Asset database for reportable assets - We input all reportable assets into this database, store asset information including photos, calculate depreciation and export data for fiscal year reporting. The report module is complex and weak. We typically dump to a spreadsheet. - Satisfaction: 3
 - **FRX Report Scan** (Manual) []
Special FRX report to search for reportable assets - We print a special FRX report and manually scan for reportable assets. We then print the AP information and pull copies of the AP claims to gather information for the asset database (FASGov) - Satisfaction: 2

4. **Process: (#174) Building Documentation Management** - Managing the archival of building and project documentation including electronic and paper []
 - **Large Format Building Doc Scanning** (Interface) []
Scanning of large format building drawings using the plotter/scanner - Similar to the scanning process for small documents. These are primarily building and project drawings and includes "as-built" documentation. We are having some difficulty in managing the storage location(s) and the naming convention to ensure ease of retrieval. - Satisfaction: 4
 - **Scan Building Archival Documentation** (Interface) []
Building Archival Documents are scanned using FSS MFP - This allows us to eliminate paper records including specifications, O and M manuals, datasheets, catalog sheets, testing and balancing data, etc. for our facilities. We are having some difficulty in managing the storage location(s) and the naming convention to ensure ease of retrieval - Satisfaction: 4
5. **Process: (#232) Capital Planning** - Process of multi-year planning for capital projects and purchases []
 - **Capital Budgeting** (Application) []
Use of Excel to export and import capital budgets from Platinum - The Budget Manager imports and exports data from Platinum to Excel to allow us to manipulate and plan for each fiscal year. - Satisfaction: 3
6. **Process: (#139) CCTV System** - Manage CCTV DVR's located in multiple buildings including camera management and video data archival []
 - **CCTV DVR network access** (Interface) []
Access to DVR interfaces across the county network - This access allows us to change DVR settings, review recorded video footage and extract video to DVD. It is a complicated and time consuming effort to retrieve and / or record information as needed- usually for law enforcement purposes. - Satisfaction: 2
7. **Process: (#173) Conference room management** - Management of centralized scheduling calendars, room set-ups, changes and AV support []
 - **Conference Room Billing** (Manual) []
Billing of outside users of campus conference rooms - Outside users are billed via manually generated bill (via MSWord/Excel). This process requires a staff person to remember to generate the bill once the event takes place. Rates are set by county policy. This process happens only occasionally. - Satisfaction: 2
 - **Outlook Conference Room Resources** (Application) []
Use of Outlook calendar to book conference rooms - Requestor's book conference rooms as they create their own calendar entry or call reception desk and reception books for them. This has limitations in that we typically don't get enough information which requires a follow-up phone call or e-mail. We need information about the meeting including set-up, attendees, authorization, billing, etc. - Satisfaction: 3
 - **Room set-up** (Manual) []
Rooms are set-up based on a verbal description or manual sketch - This process could be automated using a graphic representation of standard room set-up from a website or application interfaced into Outlook. Other information needed includes AV needs, etc. Custodial prints calendars weekly for staff reference. - Satisfaction: 3
8. **Process: (#179) Custodial Project Work** - Managing the scheduling, evaluation, tracking and predictive activities for custodial project work []
 - **Graphic Custodial Project Work Tracking** (Manual) []
Tracking of custodial project work using highlighted paper floorplans generated initially from AutoCA - This process works reasonably well and is good at communicating floorplan information - Satisfaction: 3
9. **Process: (#230) E Gov Action Center Items** - Receive email submittals of questions/ concerns from public []
 - (Application) []
Receive questions/ comments/ suggestions via email notification from EGOV - Items recieved should very often have gone to another department. System is easy to use and it is easy to redirect emails meant for others. - Satisfaction: 4
10. **Process: (#143) Enterprise Imaging Service** - Provide imaging, document prep and document management services to multiple county departments []
 - **Imageaware** (Application) []
Application used to scan documents and make them available via internet to originating department. - This application allows us to scan paper documents for various departments, confirm quality of scan, and in most cases destroy paper documents at end of 30 day retention period. This process makes it much easier and less time consuming for departments to look up records that would otherwise be stored in cabinets on site or remote warehouse locations. One concern we do have about this product is that we understand it is no longer going to be supported by the manufacturer and we need begin early to identify a replacement as may be needed. One large area of concern for us is that Lynn McCartney in IT appears to be the only person that can troubleshoot/ help with issues in a timely matter with issues related to this software. - Satisfaction: 4
11. **Process: (#177) Fleet Management** - Management including purchasing (all vehicles), maintenance and records (FSS vehicles) and disposals (all vehicles) []
 - **Fleet Tracking** (Application) []
Year to year tracking of all fleet vehicles - Currently, we update a spreadsheet with current vehicle assignments, mileage, etc. That update is only done once each year during the budget cycle. - Satisfaction: 3
 - **Title Vehicles** (Manual) []
Initiate process to obtain titles for vehicles purchased by Scott County (other than Sec Rds & Cons) - When a new vehicle is

- purchased, FSS takes delivery, applies vehicle fleet number and initiates written paperwork to obtain title. Once actual titles are received, all of them are housed and tracked within FSS with the exception of the Sheriff's office who indicate they MUST have physical possession of their titles. Don't mind the process, don't like that it is not uniform for all. - Satisfaction: 3
- **Vehicle Purchases (Application)** []
The purchase of all fleet vehicles - Vehicles are currently budgeted based on requests from Departments. During the budget year we initiate a purchase based on a loose schedule (MS Outlook). FSS initiates the purchase request via e-mail and reviews/modifies vehicle specifications to meet current need (MSWord). See purchasing process for remainder of this process. - Satisfaction: 2
12. **Process: (#172) Fuel Management** - Fuel usage reporting and billing by department/program []
 - **Fuel Reporting and Billing (Manual)** []
Reporting and billing of fuel usage by program - The City of Davenport provides usage data (in the process of converting to electronic text file rather than paper copies) to FSS. We manipulate the data and sort by program. Data is then totalized and billing information is sent to Auditor's Office for interdepartmental charges, Pam Bennett in the Sheriff's office and the Patrol Captain. - Satisfaction: 1
 13. **Process: (#171) Grant Management** - Grant process from application to reporting []
 - **Grant Application (Interface)** []
Grant application via Grants.gov or FedConnect - Use fillable PDF forms to apply for federal grant funds. For local grants this is a manual paper process currently - Satisfaction: 2
 - **Grant Tracking (Application)** []
Use FRX Drilldown and Excel spreadsheets to track grant expenditures - Use FRX and Excel to track grant expenditures. This is easier than pulling invoices... - Satisfaction: 2
 14. **Process: (#146) Human Resource process management** - Manage HR changes including new hire requests, separations, salary adjustments, etc. for FSS []
 - **Neo Gov (Application)** []
On line system used for HR document management. - This system seems to work fine once you are familiar with it. One downside is that we are still required to complete forms on the old HR site as well for step up, new hires, resignation, etc. - Satisfaction: 3
 - **SuccessFactors (Application)** []
On line appraisal system - - Satisfaction: 4
 15. **Process: (#137) HVAC Controls** - Make periodic adjustments to HVAC systems in all county buildings. []
 - **HVAC DDC (Interface)** []
Direct Digital Control for HVAC systems - We access the digital controls for the numerous disparate HVAC controls via two different web interfaces. All HVAC controllers reside on the county network. - Satisfaction: 3
 16. **Process: (#228) Issue Parking Stickers** - Issue parking stickers and track same for staff vehicles []
 - (Manual) []
Obtain vehicle info and issue parking stickers - Paper form that is completed by employee, sticker is issued by FSS, and info regarding sticker is entered into the Access System to allow for easier tracking. - Satisfaction: 3
 17. **Process: (#229) Issue Parking Warnings/ Tickets** - []
 - (Application) []
Issue Parking Warnings and Parking tickets within downtown parking campus. - Monitor parking situation. Issue warnings (currently postcard type) or parking tickets. Tickets that are issued by FSS are then entered into the County parking ticket application. Fines are paid to and status entered by Treasurer's office. - Satisfaction: 3
 18. **Process: (#175) LAE expense reporting** - Reporting of reimbursable expenses associated with the Department of Human Services []
 - (Manual) []
Extraction of information from drill down to spreadsheets for LAE submittal to DHS. - This process is somewhat tedious and involves pulling current quarter information from 15D drilldown and preparing spreadsheets for each month of the quarter. These are then submitted to DHS (Kathy Kilbug) and the Auditor's Office (Wes Rostenbach- don't know why/what he does with them). DHS submits them for County reimbursement at current state rate. I don't receive the checks. - Satisfaction: 2
 19. **Process: (#231) Locksmithing** - Keying, key cutting and master system management []
 - **Best Keystone (Application)** []
Grand Master Keying calculator - Third party application loaded with our proprietary keying information. This allows staff to determine the proper pinning and key cutting information to allow locking devices to properly function under our grand master keying scheme. - Satisfaction: 3
 20. **Process: (#138) MFP Management** - Manage departmental MFP machines (template maintenance) and provide assistance to other Admin Center departments []
 - **Copier (MFP) replacement schedule (Manual)** []
Track copier purchase, life cycle and expected replacement schedule. - Excel spreadsheet used to track in service date, life cycle expectation, and replacement info for budgeting and replacement purposes. - Satisfaction: 3
 - **Copy Usage Tracking ()** []
- This same interface allows print shop staff to go to the internet and obtain copy information from each of the Toshiba MFP machines without making a site visit or being reliant on staff from each department to provide information. - Satisfaction: 4

- **MFP Settings Management (Interface)** []
Remote GUI to MFP - We assist IT with the management of the various Multi-function printer/copiers deployed throughout the campus. This is done via a web interface. The primary task that we perform is the maintenance (adds, changes and deletes) to the scanning function pre-programmed buttons. - Satisfaction: 4
- 21. **Process: (#193) Payroll** - Bi-weekly processing of payroll []
 - **Auditor's Database Payroll/ Comp Entry ()** []
Old payroll system currently in use - Requires dual entry of information. Accrual information from this system is not in Novatime. This is the only place that we currently add Comp time earned. - Satisfaction: 2
 - **NovaTime (Application)** []
Pay Roll Processing - Same as other departments. We require employees to scan cards, rather than hand readers. Current downfalls include Dual payroll entry between old ZIM application and the fact that NovaTime does not have up to date accrual information. - Satisfaction: 4
- 22. **Process: (#141) Performance Appraisals** - Delete - see human resource management []
- 23. **Process: (#140) Postage Machine Management and billing process** - Manage postage accounts and download machine firmware updates []
 - **Monthly Postage Billing (Manual)** []
- Information is pulled from postage machine reports and invoices are prepared via excel and / or word documents. They are forwarded to the user. Some of the invoices are paid and some are informational for use by the Auditor's office for interdepartmental charges. - Satisfaction: 3
 - **Pitney Bowes Postage Machine (Interface)** []
- All completed via remote dial in connection between Pitney Bowes and our postage machine. Very little effort required by FSS staff. - Satisfaction: 4
- 24. **Process: (#165) Print Shop requests** - Receive, fill, track and bill for print shop work []
 - **Print Shop Copy Billing (Manual)** []
- Information is pulled from copy requests and manually filled into excel and / or word document invoices that have been created by staff. Invoices are sent for payment or as information for the Auditor's office for interdepartmental charges. - Satisfaction: 3
 - **Print Shop Requests (Application)** []
Intranet submittals from County Depts to Print Shop - This method saves paper & time while allowing for better quality copies as County Depts can submit attachments for printing. Other agencies cannot access the intranet page, but we are working towards having them submit via email to the printshop@scottcountyiowa.com address. On line submittals lead to better quality and truer color copies. - Satisfaction: 4
- 25. **Process: (#169) Project Management** - Project management activities for in-house projects, capital projects and complex processes []
 - **Project Financials (Application)** []
Use of Excel to develop and track project budgets - - Satisfaction: 4
 - **Project Scheduling (Application)** []
The use of MS Project to schedule and track projects - We use Project to schedule and track projects. We also need to be able to share projects with outside consultants. - Satisfaction: 4
- 26. **Process: (#135) Purchasing Card Admin Back-up** - Act as back-up for primary accounting Pcard administrators including reports []
 - **Wells Fargo Downloads (Interface)** []
Download purchasing information from Wells Fargo - Information is downloaded on a bi-weekly / going to every 4 week cycle. Various reports are then formulated and distributed. Current process is MORE THAN Tedius with spreadsheets being reformatted. We serve as a back up only to this process and with current changes (Sarah & Chris) believe we should have very little involvement in the future with this process. - Satisfaction: 1
- 27. **Process: (#136) Purchasing Card Cardholder Admin** - Periodic processing of Pcard cardholder information including adds, deletes and changes. []
 - **Wells Fargo - On line (Interface)** []
Card holder management - Issue new and replacment cards, manage cr limits, and other card holder issues. Cancellation of card as needed. First point of contact for any suspected fraud cases flagged by Wells Fargo. The system is easy to use on our end. - Satisfaction: 4
- 28. **Process: (#134) Purchasing Card Period Processing** - Bi-weekly or monthly processing of purchasing card transactions for the FSS department []
 - **Wells Fargo On line (Interface)** []
Reconciliation of card holder purchases and on line statements. - - Satisfaction: 4
- 29. **Process: (#162) Purchasing Management and Processing** - All phases of the purchasing cycle from requisition to PO []
 - **Auditors Data Base (Application)** []
Old ZIM application - This system is antiquated and difficult to use. When Bob resigned we created documents in Excel/ and or Word. - Satisfaction: 1
 - **Excel / Word Req & PO (Manual)** []
Excel and word documents - Although this method is MUCH easier than the old ZIM application, we still need to find a software that allows for better automation, tracking, and information retrieval. This process needs a database that allows for

- linking of the phases of purchasing: requisition, quotes and PO, along with vendor and historical information. - Satisfaction: 3
30. **Process: (#145) Remote network access** - Access to county network from remote locations via VPN []
 - **VPN Access** (Interface) []
Remote access to county network/apps via VPN connection - While a benefit to allow staff access from home or while out of the office (at a conference, etc.) this interface has a tendency to be problematic given the instability of citrix. - Satisfaction: 4
 31. **Process: (#142) RPM downloads and check printing** - Perform daily processing of protective payee system []
 - **Printing Community Services Checks** (Interface) []
Upload of information that has been entered by Community Services - Each afternoon FSS staff must process information that has been entered by Community Services Staff, and print actual checks, check reports, and batch reports for use by Community Services. One serious issue for us is that Jim Bainbridge in IT appears to be the only person that can help/troubleshoot/ ect. - Satisfaction: 3
 - **RPM download through Wells Fargo** (Interface) []
Daily (morning) download of information and proper accounting of deposits. - FSS staff performs the daily download of information for Community Services Clients and makes deposits to clients accounts. Matched deposits are automatic but unmatched deposits must be added manually by FSS staff and this involves an email to numerous people in Community Services to facilitate deposits for new clients. - Satisfaction: 3
 32. **Process: (#178) Service Contract management** - Management and administration of various periodic service(s) contracts including solicitation, documentation, renewal and scheduling []
 - **Contract Files** (Manual) []
Manual contract files for all current and past service contracts - - Satisfaction: 1
 - **Contract Renewal/Solicitation scheduling** (Application) []
The use of Outlook to schedule renewals - This is in development...we need to anticipate when contracts expire, evaluate the needs for current contracts. See purchasing process for the remaining processes - Satisfaction: 2
 33. **Process: (#168) Small In-house Design** - Design work for small in-house renovation and change projects []
 - **AutoCAD design** (Application) []
Use of AutoCAD Architectural Desktop to complete design work as necessary for small projects - Can be time consuming and difficult to stay current with evolving application - Satisfaction: 4
 34. **Process: (#144) Surplus Asset Disposal** - Disposal of surplus assets via auction services []
 - (Manual) []
- All parts of this process are manual with the exception of removal from computerized system. - Satisfaction: 3
 - **Asset Disposal** (Manual) []
Disposal of assets using sealed bids or auction service - We have begun to experiment with on-line auction services - Satisfaction: 2
 35. **Process: (#176) Utility Locating** - Locating owned telecom infrastructure []
 - **Utility Locating** (Manual) []
The manual locating of underground county owned utility assets using electronic locator technology - With better archival drawings, this activity could be automated in many instances - Satisfaction: 3
 36. **Process: (#167) Utility Tracking** - Tracking and reporting of all utility usage and billing []
 - **Tracking of Utility Usage and Billing** (Application) []
The use of SMR Utility Manager application to track usage and costs - Bills are manually entered each AP cycle. Not linked to AP - Satisfaction: 3
 37. **Process: (#166) Warehouse inventory** - Organize and track supply, seasonal and record items in storage and current inventory []
 - **Warehouse Inventory** (Manual) []
Manual tracking of inventory for only a small percentage of warehouse items - This should be automated using bar codes - Satisfaction: 2
 38. **Process: (#161) Web content management** - Manage the content of our departmental web and intranet sites
 39. **Process: (#164) Work Request** - Work request system to create, assign and track periodic maintenance and spot labor activities []
 - (Application) []
E-mail requests for service - Requires manual reentry of work order into our software. - Satisfaction: 2
 - (Manual) []
Verbal requests/ old paper forms - Staff is often stopped by occupants of the buildings and told about issues that need attention. End users expect staff to immediately work on the verbal order rather than placing it in queue for assignment by supervisor. Also some departments still have old paper work order requests that they submit from time to time. - Satisfaction: 2
 - **FIX Line** (Manual) []
Check FIX line mailbox and enter work order requests into Facility Wizard software - Have to check this mailbox at least once per day and then manually enter requests into our work order software. Downfalls: End users often call other numbers for routine work requests, or make a determination if the request is of an urgent nature and should call another number but do not. - Satisfaction: 4
 - **Work Order Request System** (Application) []
Facility Wizards - Third party software database that allows for the entry of work requests, printing of work orders and

archival of work. This product also does a reasonably good job of scheduling preventive work. This work makes up approximately 50% of maintenance activities and is critical. - Satisfaction: 4

(#10) **Jeremy Kaiser** []

Director • Juvenile Detention Center • 500 W 4th Street

Email: jkaiser@scottcountyiowa.com • Phone: 563-326-8687

Office-based users: 23; Mobile users: 3 • Desktops: 3; Laptops: 0; Terminals: 0; Network Printers: 2; Personal Printers: 0

1. **Process: (#213) Discharges** - Properly documenting when a child leaves []
 - **Discharges** (Manual) []
appropriate documentation - much of this could be automated and would save time too - Satisfaction: 2
 2. **Process: (#212) Intakes** - properly documenting the admission of a resident []
 - **Intakes** (Manual) []
Documenting admissions - This should be an automated process, manual is redundant and unnecessary - Satisfaction: 1
 3. **Process: (#214) Invoicing** - Invoicing for services []
 - **Invoicing** (Manual) []
Billing counties for services - All manual, a data application would save this entire process. - Satisfaction: 1
 4. **Process: (#218) Ordering groceries** - Getting food for the kitchen []
 - **Ordering groceries** (Manual) []
- Staff does an inventory then calls the company based on what food is needed, works ok - Satisfaction: 3
 5. **Process: (#217) Ordering supplies** - Order supplies []
 - **Ordering supplies** (Manual) []
- Seems to work ok, usually done by phone - Satisfaction: 3
 6. **Process: (#216) PC Card Processing/miscellaneous small purchases** - PC Card Processing/miscellaneous small purchases []
 - **PC card processing** (Application) []
- Use wells fargo.com, commercial card expense reporting system- works well - Satisfaction: 4
 7. **Process: (#215) Receiving payment** - Receiving payment for services []
 - **Receiving payment** (Manual) []
- Working fine - Satisfaction: 3
 8. **Process: (#220) Reporting Client behavior** - Reporting behavior and special incidents []
 - (Manual) []
Use forms and notebooks - All written- a data application would save time, and money, and paper - Satisfaction: 2
 9. **Process: (#219) Reporting Usage** - Reporting usage to CJP []
 - **CJP database** (Application) []
- Use CJP database to input demographics for residents in care, works well - Satisfaction: 4
 10. **Process: (#221) Reporting center visitors** - Reporting when anyone come in the center []
 - **Reporting center visitors** (Manual) []
Use notebooks - An application for this would save, time, money and would be more accurate - Satisfaction: 2
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(#19) **Jon Burgstrum** []

County Engineer • Secondary Roads • Davenport & Eldridge

Email: jburgstrum@scottcountyiowa.com • Phone: 563-326-8640

Office-based users: 9; Mobile users: 5 • Desktops: 10; Laptops: 5; Terminals: 0; Network Printers: 1; Personal Printers: 2

1. **Process: (#69) Adopt a road** - Maintain records and schedule clean dates, hold safety meetings []
 - **Word and Excel** (Application) []
-- Satisfaction: 3
2. **Process: (#67) Driveway and sidewalk inspections** - Receive requests for inspection and schedule inspection []
 - **Paper** (Manual) []
-- Satisfaction: 3
3. **Process: (#66) Dust Control Permit** - Register Residents in Dust Control Program []
 - **Dust Control** (Application) []
Written in house -- Satisfaction: 4
4. **Process: (#71) Fuel Tax rebate** - submit request for reimbursement of fuel tax []

- **excel** (Application) []
-- Satisfaction: 3
 - 5. **Process: (#70) Invoice and collect funds** - for sale of used materials or scrap []
 - **Excel** (Application) []
-- Satisfaction: 3
 - 6. **Process: (#68) Maintenance requests** - Record and schedule request for Maintenance from residents []
 - **On Paper** (Manual) []
-- Satisfaction: 3
 - 7. **Process: (#65) Moving Permits** - Processing and collecting payments for oversize permits []
 - **Word and Excel** (Application) []
-- Satisfaction: 3
 - 8. **Process: (#72) Rock Program** - record tickets and projects verify invoices []
 - **Excel** (Application) []
-- Satisfaction: 3
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(#24) Kathy Walsh []

Office Administrator • Attorney • Courthouse

Email: kwalsh@scottcountyiowa.com • Phone: 563-326-8229

Office-based users: 29; Mobile users: 0 • Desktops: 33; Laptops: 4; Terminals: 0; Network Printers: 7; Personal Printers: 4

1. **Process: (#236) Grants** - JAG & ODCP []
 - **MEG Statistics & Reports** (Manual) []
Need data for quarterly, semi-annual and annual reporting -- Satisfaction: 0
 - **Officer Salaries** (Manual) []
Need MEG pay stubs for reimbursement - I receive paper copies of payroll and input hours, benefits, comp, etc. on an excel spreadsheet to be submitted for direct agency payout or submitted for partial reimbursement depending on the grant. - Satisfaction: 3
 2. **Process: (#160) Judicial Dialog** - Case Management System []
 - **Criminal/Associate/Juvenile Cases** (Application) []
Inputting Case Info - All throughout the case, data and court info is added to the JD software by support staff and the actual hard copy "case file" is filed. - Satisfaction: 4
 - **Datasheets** (Application) []
Person or Case - These datasheets are how we look up cases, add events, judgments, etc. and merge documents for court. Rerogarding documents: There is a need for paper copies for clerk's office filing, but I know there is a "paperless" system out there that the attorney's office could use. - Satisfaction: 4
 3. **Process: (#259) Research** - Accessing Sites For Information []
 - **Internet Sites** (Manual) []
Accessing Sites To Gather Data - Our office accessing many sites for data gathering. We use West Law, ICIS, many for driver records, person search sites, other counties, state, federal and many more. - Satisfaction: 3
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(#23) Lori Elam []

Director • Community Services • Scott County Admin Center

Email: LElam@scottcountyiowa.com • Phone: 563-326-8723

Office-based users: 13; Mobile users: 0 • Desktops: 13; Laptops: 1; Terminals: 16; Network Printers: 11; Personal Printers: 0

1. **Process: (#151) General office correspondence and use of spreadsheets** - Our department uses MS Word and Excel for documents in GA, VA and MH. We need to upgrage to Office 2007. []
2. **Process: (#155) Mental Health Client Tracking System- MIS (Management Information System)** - The State of Iowa requires all counties to track certain demographic, financial and service information on every client the county pays for. Scott County paid to have the MIS system developed for Scott County's needs a few years ago. The system came from Polk County and is currently being used in Johnson, Woodbury and Blackhawk County as well. The system is great in terms of collecting all the data we need but we don't use the system to it's full potential. We are scheduling additional training with Polk County. But the biggest problem is not being connected with A/P. Entering bills in twice is painful and very time-consuming. The county is required to keep track of payment made on behalf of each client by chart of account, date of service and provider. We would love to be connected with A/P !!! []
 - **Access/Excel** (Interface) []
upload data - Upload spreadsheets from excel and manipulate the data in access - Satisfaction: 3

3. **Process: (#148) Operating the Protective Payee Program** - The current application, RPM, allows our department to manage social security funds for 400 + people. We pay rent, utility bills, food and medical bills through the RPM system. FSS Department assists in the download of funds each month and the printing of the checks. Numerous checks are picked up each day at our office as well as mailed to vendors. The RPM interfaces with MS Access. Social Security requires monthly statements for each client showing all funds recieved and disbursements made. We like the RPM system. But it does run slow. []
 - **Download deposit from Wells Fargo** (Interface) []
 - FSS handles the funds- download from Wells Fargo for our department as we have to have separation of duties per social security - Satisfaction: 3
4. **Process: (#153) Paying mental health claims** - Currently we have to enter MH bills into the MIS system and then enter them into A/P. This is double enter for every bill and it is very time-consuming. The A/P system and our web-based MIS system don't interface. []
 - () []
 - Currently MIS billing does not interface with A/P and need it to !!!!! - Satisfaction: 1
5. **Process: (#149) Scheduling client appointments and staff appointments** - Our department uses Outlook to book all client appointments for the Protective Payee Program, General Assistance Clients, VA Clients and staff meetings/appointments. Everyone likes Outlook but it runs slow. This is so much better than a paper calendar !! []

(#9) **Mary Thee** []

Asst. County Administrator/HR Director • Human Resources • Administration Building

Email: mthee@scottcountyiowa.com • Phone: 326-8740

Office-based users: 4; Mobile users: 0 • Desktops: 4; Laptops: 1; Terminals: 0; Network Printers: 2; Personal Printers: 0

1. **Process: (#116) Employee Development** - Training programs for employees []
 - **MS Office trg** (Manual) []
 - enhance training for Office - Explore computer based or county employee led training. Many county employees need software training to enhance job efficiency. This is an ongoing need that we should continue to address. - Satisfaction: 3
 - **Track Training** (Manual) []
 - Process for tracking training - Find a way to track employee development and training as a part of our HR system. Give priority tracking to those individuals that are required to track training for professional licensures and certification purposes Additionally need system to track required training such as Sexual Harassment in order to provide in case of claims. - Satisfaction: 2
 - **Tuition reimbursement** (Manual) []
 - Tuition reimbursement program - Employees are limited by policy or contract in the amount of tuition reimbursement. Currently this is tracked manually and entered manually into payroll system. Would be nice for an HRIS system to interface with AP and track the allowed amounts. - Satisfaction: 2
 - **Webinars** (Application) []
 - Provide more group access to webinar trainings - Need to enhance equipment in 605 & Board room for improved audio/video use of webinars. Need generic sign in so person who set it up doesn't have to provide password when it goes to sleep. Need additional staff training on AV equipment in training rooms. - Satisfaction: 3
2. **Process: (#115) Enhanced HRIS System** - An overall enhanced HRIS system would allow our department better access to all pertinent employee information including the ability to pull data in any report format needed for multiple uses. []
 - **FML tracking** (Manual) []
 - tracks the current use of employee FML - Current payroll system counts the number of FML hours used in a rolling 12 month period. We would not want to lose this in an HRIS but perhaps enhance it, i.e. an e-mail indicating when employee is close to exhausting the allotted amount. - Satisfaction: 4
 - **Personnel files** (Manual) []
 - maintenance of personnel files - It would be nice to see more electronic storage of personnel records, i.e. some interface with the HRIS system, neo-gov application, SuccessFactors performance evaluation and electronic storage of disciplinary actions. - Satisfaction: 3
 - **Wage & Salary Administration** (Manual) []
 - Step increases, merit increases, bonuses, etc - These are manually typed into a form, physically signed by dept head & HR, then taken to Payroll where manually entered into payroll system. - Satisfaction: 1
3. **Process: (#14) job application** - collect job applications []
 - **Job Descriptions** (Manual) []
 - drafting & posting of job descriptions - Working with vendor (neo-gov) to streamline this. We still need to maintain job descriptions in draft form in WORD as otherwise they'll appear on internet. - Satisfaction: 3
 - **Neo-gov** (Interface) []
 - On-line application process - Would like to see the possibility of some of the data in this sytem able to interface with an HRIS system so that hiring data doesn't need to be re-entered into a system - Satisfaction: 5
4. **Process: (#192) Performance Evaluation** - on-line system for performance evaluations []

- **SuccessFactors** (Interface) []
on-line performance evaluation system - Employee data was interfaced with this system, which was cumbersome and lengthy. Would like to see data from this system able to interface with payroll and indicate when people are qualified for a raise or bonus. - Satisfaction: 4
 - 5. **Process: (#114) Union Negotiations** - negotiations of union contracts []
 - **contract maintenance** (Manual) []
updates on union contracts through negotiations - This is done through track changes in WORD which has improved communications. We have worked with IT to place them on the web which assists in communications with staff and outside agencies. - Satisfaction: 4
 - **Contract updates** (Manual) []
communication of modifications to payroll and department clerks - Updates to contract are manually communicated to payroll and department payroll clerks to be inputted and programmed into the system. - Satisfaction: 3
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(#4) **Matt Hirst** []

Director • Information Technology • Court House

Email: mhirst@scottcountyiowa.com • Phone: 563-328-3261

Office-based users: 10; Mobile users: 2 • Desktops: 22; Laptops: 8; Terminals: 0; Network Printers: 6; Personal Printers: 0

1. **Process: (#4) Help Desk** - Call center for technology issues at the County []
 - **Numara Track-IT** (Application) []
Call tracking software - Looking to upgrade this product in FY'10 - Satisfaction: 3
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(#5) **Mitch Tollerud** []

Webmaster • IT • Courthouse Dungeon

Email: mtollerud@scottcountyiowa.com • Phone: 328-3251

Office-based users: 0; Mobile users: 0 • Desktops: 0; Laptops: 0; Terminals: 0; Network Printers: 0; Personal Printers: 0

1. **Process: (#5) Setting up a Website** - I need to create a new website []
 - **DMZ** (Manual) []
Setup IIS entry on DMZ server - works ok - Satisfaction: 4
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(#15) **Pam Bennett** []

Office Administrator • Sheriff's Office • courthouse 2nd floor

Email: pbennett@scottcountyiowa.com • Phone: 326-8217

Office-based users: 220; Mobile users: 86 • Desktops: 51; Laptops: 34; Terminals: 41; Network Printers: 43; Personal Printers: 4

1. **Process: (#250) BEAST** - Evidence Logging and Tracking Program []
 - **BEAST** (Application) []
Evidence Tracking and Logging System - - Satisfaction: 3
2. **Process: (#242) Booking Software** - Book inmates, track inmates, offender management system []
 - **DSI** (Application) []
Offender Management System - - Satisfaction: 4
3. **Process: (#252) Canaine Software** - Tracking Canine Patrol Activity []
 - (Application) []
Tracking Canine Activity - - Satisfaction: 4
4. **Process: (#28) Civil Program** - taking in paperwork and putting out for deputy service []
 - **ZIM** (Application) []
Civil System - John Heim is writing a program much like the ZIM system and will be ready to install early FY2010. - Satisfaction: 5
5. **Process: (#248) Cody** - CADS, Records Management, Mobile []
 - **CADS/RMS/Mobile** (Application) []
Computer Aided Dispatch/Record Mgmt System - - Satisfaction: 1
6. **Process: (#254) ComSys** - Iowa NCIC []

- (Interface) []
-- Satisfaction: 3
- 7. **Process: (#256) Davenport System** - Records Management System []
 - (Application) []
DOS based system - Old Records Management system used for past history information only - Satisfaction: 1
- 8. **Process: (#255) InfoCop** - Car to car communication and information []
 - (Interface) []
-- Satisfaction: 3
- 9. **Process: (#244) Inmate Phone System** - []
 - (Application) []
-- Satisfaction: 3
 - **OCS** (Application) []
Inmate Phone System -- Satisfaction: 4
- 10. **Process: (#253) MDC** - Mobile Data Computer []
 - **MDC** (Interface) []
Mobile Data Computer -- Satisfaction: 3
- 11. **Process: (#251) Trax** - Mobile Ticket Writing System []
 - **TRAX** (Application) []
Traffic Reporting and Criminal Software -- Satisfaction: 4
- 12. **Process: (#246) Turnkey** - Inmate Commissary Program []
 - **Turnkey** (Application) []
Inmate Commissary Program -- Satisfaction: 3

Additional Comments: Nova Time is not a good fit for a 24/7 operation. Payroll takes longer to complete than before software was implemented. Many employees in Sheriff's department still record time manually. Payroll takes 12 hours to complete, each payroll cycle.

(#16) PAM HOLST []

OFFICE ADMIN • COUNTY ASSESSOR • ADMIN CENTER

Email: pholst@scottcountyiowa.com • Phone: 326-8637

Office-based users: 7; Mobile users: 0 • Desktops: 9; Laptops: 1; Terminals: 0; Network Printers: 3; Personal Printers: 0

1. **Process: (#30) APPLICATIONS** - AP, PAYROLL, NOVATIME, MS OFFICE, INTERNET, INTRANET, VANGUARD []
2. **Process: (#29) ASSESSMENTS** - PUTTING 100% MARKET VALUE ON REAL ESTATE []
 - (Application) []
- VERY SATISFIED WITH ALL OF THE ABOVE - Satisfaction: 5
 - **INCODE** (Interface) []
OWNERSHIP/ASSESSMENT/TAX INFORMATION -- Satisfaction: 4
 - **VANGUARD APPRAISALS** (Interface) []
IOWA STATE MANUAL IS IN CAMAVISION - SOMETIMES WHEN STAFF FROM VANGUARD NEEDS TO DIAL IN, WE ARE NOT SURE WHAT PRIORITY THAT HAS. - Satisfaction: 3
 - **VANUARD CAMAVISION** (Manual) []
STATE APPRAISAL MANUAL -- Satisfaction: 5

(#13) Peter Kurylo []

GIS Tech • Auditors Office • Administrative Center

Email: pkurylo@scottcountyiowa.com • Phone: 563-326-8631

Office-based users: 16; Mobile users: 0 • Desktops: 21; Laptops: 3; Terminals: 3; Network Printers: 4; Personal Printers: 4

1. **Process: (#16) Accounting** - Accounting []
 - **A/P System** (Interface) []
Accounts Payable System -- Satisfaction: 4
 - **FRX** (Interface) []
Ledger Report Software - Creates reports from ledger in Platinum. Needs some improvement - Satisfaction: 3

- **Health Dept** (Interface) []
-- Satisfaction: 4
- **Miscellaneous Reciepts** (Interface) []
-- Satisfaction: 4
- **P/R** (Interface) []
Payroll System -- Satisfaction: 4
- **Platinum** (Application) []
-- Satisfaction: 4
- **Taxes** (Interface) []
-- Satisfaction: 4
- **Treasurers Orders** (Interface) []
-- Satisfaction: 4
- 2. **Process: (#17) Accounts Payable** - Accounts Payable []
 - **A/P System** (Application) []
-- Satisfaction: 4
 - **Platinum** (Interface) []
-- Satisfaction: 4
- 3. **Process: (#27) General Correspondence** - General Correspondence []
 - **Microsoft Office 2003** (Application) []
-- Satisfaction: 3
 - **Microsoft Outlook/Exchange** (Application) []
-- Satisfaction: 4
- 4. **Process: (#26) Homestead Verification** - Homestead Verification []
 - **Document Viewer** (Application) []
- Work in progress - Satisfaction: 3
- 5. **Process: (#18) Payroll** - Payroll []
 - **Novatime** (Interface) []
Time Keeping - Need to improve interface with Payroll and eliminate need for double entry - Satisfaction: 3
 - **P/R System** (Application) []
-- Satisfaction: 4
 - **Platinum** (Interface) []
-- Satisfaction: 4
- 6. **Process: (#24) Property Research and Verification** - Researching Property Records []
 - **ArcGIS** (Application) []
-- Satisfaction: 5
 - **COTT** (Application) []
Recorder's Database - Need to work on reliability of connection for viewing and printing recorded documents from online source. Have been having issues getting connection with website, and are unable to properly print documents from intranet site. - Satisfaction: 1
 - **Incode** (Application) []
Tax Database System -- Satisfaction: 4
- 7. **Process: (#25) State Valuation** - State Valuation []
 - **Web Based State Program** (Interface) []
Web Based State Program - State Web Based Program - Satisfaction: 3
- 8. **Process: (#20) Tax Certification** - []
 - **Incode** (Application) []
Tax System -- Satisfaction: 4
 - **Platinum** (Interface) []
-- Satisfaction: 4
- 9. **Process: (#23) Tax Information** - Record information related to Taxes []
 - **Incode** (Application) []
Tax Database -- Satisfaction: 4
- 10. **Process: (#21) Tax Valuation** - []
 - **Incode** (Application) []
Tax Database -- Satisfaction: 4
 - **Platinum** (Interface) []
-- Satisfaction: 4
- 11. **Process: (#19) Time Keeping** - Time Keeping/Novatime []
 - **Novatime** (Application) []
Time Keeping - Need to improve interface with Payroll and eliminate double entry. - Satisfaction: 3

- **P/R System (Interface)** []
Payroll - - Satisfaction: 4
- 12. **Process: (#22) Voting Applications** - State Controlled Voter Application []
 - **I-Voter ()** []
State Voting System - State Controlled Web Application for required State Voter System - Satisfaction: 3
 - **Internet (Interface)** []
Internet Connection for I-Voters Web Application - Internet Connection for I-Voters Web Application - Satisfaction: 3

(#8) Ray Weiser []

GIS Coordinator • IT • Scott County Administrative Center

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Office-based users: 2; Mobile users: 0 • Desktops: 2; Laptops: 1; Terminals: 0; Network Printers: 2; Personal Printers: 0

1. **Process: (#226) Department Support** - GIS Support role for departments and offices []
 - **Data Development (Interface)** []
Creation and/or maintenance of select GIS data sets - While the county system is fundamentally a centralized system, the individual departments and offices will create and use their own GIS data according to their abilities and need. In most cases, staff will need help to design and populate their GIS databases. For example, the Secondary Roads Department is currently collecting culvert, sign and utility data but has been assisted with conversion of data from older non-spatial systems, setting up data models, initial collection of field data, etc. The extent of data development activity within each department will vary but is very likely to involve all departments at some point. - Satisfaction: 5
 - **Project Requests (Application)** []
Support internal project requests - Despite having staff competent in basic GIS software skills, most departments need some level of GIS assistance with projects due to complexity or limited staff resources. Projects may vary from simple map requests to highly technical analyses. - Satisfaction: 5
2. **Process: (#227) GIS Coordination** - Coordination of GIS activities includes planning, design, implementation and support of county GIS programs and initiatives. []
3. **Process: (#225) GIS Technical Support** - Provide support to countywide GIS users, ors and analysts []
 - (Manual) []
-- Satisfaction: 4
 - **Advanced Support (Manual)** []
Advanced User Support - For those maintaining department specific data, creating maps or doing more advanced query and analysis we provide individual assistance either answering questions/troubleshooting or by providing hands on help with geoprocessing, data development, customization or other services as needed. - Satisfaction: 5
 - **Basic Software Support (Manual)** []
General - Provide software support including installation, patching, updating and troubleshooting. - Satisfaction: 5
 - **Training (Manual)** []
GIS Training - We provide GIS software training to staff. Training can take many forms including dissemination of training materials, online resources, staff led instruction or external training classes. - Satisfaction: 5
4. **Process: (#223) GPS Support** - Provide technical support and processing for GPS collected field data []
 - **Post processing support (Application)** []
Support of departments using GPS units to collect field data for post processing in the office - Generally, those that collect GPS data will be able to process the information themselves, but we are routinely asked to provide support in either checking out the data or a blank data schema, checking the data back into the GIS database or to help with post processing the information against CORS corrections. We use Trimble GeoExplorer series GPS units with ESRI ArcPad and GPSCorrect software on the collector and ESRI ArcGIS with GPS Analyst on the workstation. - Satisfaction: 4
 - **Real time kinematic support (Application)** []
Support for real time position correction using the Iowa RTN and a mobile phone - We plan to support users of the GeoExplorer series GPS units in accessing the Iowa Real Time Network (IaRTN). Most users should be fairly self-sufficient once we are up and running. We are still testing but anticipate a need for cell phone upgrades or additional phones for certain GPS users. The IaRTN requires a data package and blue tooth connectivity in order to connect to the virtual reference network and provide real time corrections to the GPS unit. - Satisfaction: 3
5. **Process: (#222) Maintain central GIS database** - GIS/IT will maintain framework data for Scott County including cadastral layers (parcels, subdivisions, etc), transportation (streets, rail, etc), addressing, orthophotography, administrative boundaries (taxing districts, city limits, PLSS, etc), hydrology, geodetic control, and elevation data (LIDAR, elevation contours, derivatives) []
 - **Addressing (Interface)** []
Maintain address database - This task involves applications, interfaces and manual processes. Addressing data will be maintained by one or more GIS staff. The information will feed many processes at the county, not the least of which is SECC and their dispatch operations. The GIS addressing database will consist of discreet point addresses as well as a street

centerline, range-based address database. They are in part derived from the parcel database and transportation database respectively but include more detail including routing information, multi-unit and potential sub-address information (apartment number, suite, etc). The GIS address database will form the basis for the Master Street Address Guide (MSAG) and will be closely coupled to the Automatic Location Identification (ALI) database. Integration with SECC's dispatch software and collaboration with those officials responsible for assigning property addresses may require additional automated processes including perhaps, a web application for remote address assignment. In addition to the clear relationship between the address database and the dispatch operations, addressing will play an important role in geocoding and perhaps address standardization/integration across numerous address databases throughout the county. That is no small prospect, but one that could significantly improve several county business practices. - Satisfaction: 4

- **Administrative Boundaries** (Interface) []
Maintain boundaries - Update variety of boundary data such as city limits, TIF districts, tax code districts, fire districts, school districts, etc. Some information is dynamically built from joined tax database fields while others are maintained separately. - Satisfaction: 4
 - **Cadastral** (Interface) []
Maintain the parcels and related GIS ownership data - Software tools include ESRI ArcInfo and Schneider GeoGear software. Will be working to integrate updates more closely with Incode tax database (County Auditor), Vanguard appraisal application (County Assessor) and UNIVERS/in-house app for the Davenport City Assessor. Currently investigating Schneider's Ripple product. Auditor GIS Technician position technically responsible for performing updates but GIS Analyst and Coordinator will be able to assist as needed. Need for accuracy, transactional workflow, move to paperless process and routine publication. - Satisfaction: 5
 - **Elevation** (Interface) []
Elevation data maintenance - The elevation database will most likely be updated in four or eight year cycles according to need and the orthophotography reflight schedule. Basic derivatives including elevation contours, digital elevation models, TINs, slopes, hillshades, etc. While the elevation information will be manipulated with ESRI GIS software and the software will be used to create many of the derivative products, the data will be acquired through third party vendors. - Satisfaction: 4
 - **Geodetic Control** (Interface) []
Maintain geodetic control - We have a solid geodetic base including geodetic monumentation (designed to support orthophoto development and vertical/horizontal survey) and hundreds of section corners (designed to support horizontal survey and cadastral mapping). This information will continue to be maintained and expanded as new surveys and information is recorded. In order to support the integrity of the county's geodetic control and future expansion, changes to the platting process may be necessary. These changes may include a section corner pre-approval process by the Secondary Roads Department (prior to Recording), and passage of a digital submittal/GPS control ordinance to require that surveys be tied to the Scott County Control Network and that they be provided in digital form to promote efficient digital platting processes. - Satisfaction: 4
 - **Hydrology database** (Interface) []
Maintain hydrologic features - While not subject to rapid change, the hydrographic layer including streams, rivers and water bodies is important for planning, transportation, watershed modeling and emergency management among other things. Database maintained using ESRI ArcInfo. - Satisfaction: 5
 - **Orthophotography** (Interface) []
Procure and distribute orthophotography - Procure digital orthophotography approximately every four years. Includes ground control, targeting and quality assurance. This may expand to include oblique photography in the future depending on budget and support/need of other area partners. - Satisfaction: 4
 - **Transportation** (Interface) []
Maintain transportation database - Primary focus is on the street network. Application used is ESRI ArcInfo. This will also predominantly be maintained by the GIS Technician and will be a transactional workflow done at the same time as the parcel maintenance as new subdivisions and other legal instruments depict road rights of way. Routing and addressing components of the street centerline file will be updated as a related but separate process. - Satisfaction: 5
6. **Process: (#224) Public map requests** - Respond to public map requests []
- **GIS data access** (Interface) []
Download of GIS datasets in native/standard formats - To support the business/technical users of GIS data, we will develop a GIS data repository via a combination of internal and external resources. The most challenging data to publish for download is the digital orthophotography. Because of its size, the downloads take a lot of time to transfer and occupy a lot of drive space. Hosted FTP services may be the best option if drive space/bandwidth is a concern. For other GIS data, we can use a combination of dynamic ArcGIS server download services, local FTP/DMZ file locations, the Iowa GIS Data Repository or the Iowa DOT Data Portal. - Satisfaction: 4
 - **GIS Web Application** (Application) []
Public facing, dynamic GIS web application - The GIS database, once complete will be able to be served to the public and internal clients through a variety of internal and external web/map services and web applications. We are still working to build our capabilities in this regard. Tasks to complete include, system (re)design in light of the new information gained in training. This is likely to result in one additional GIS virtual server, an upgrade of one license from ArcGIS Server Enterprise Basic to ArcGIS Server Standard, and a software reinstall to upgrade all components to version 9.3.1 which introduced significant improvements to the ArcServer product. We also need to configure security for a public-facing GIS web server;

the most common approach being a reverse proxy web server set up in the DMZ. In addition to the standard dynamic maps, we also have the ability to produce geoprocessing services which can return maps or data to a variety of clients. Download options are available as well. - Satisfaction: 5

- **Map Production/Printing (Manual)** []
Create maps on demand - Members of the public often contact the GIS office with map or data requests. Provided that the map requests are small in nature and don't require significant preparation (rule of thumb is less than 15 minutes) we will fill the request and charge only a materials fee for prints. We have a price sheet that describes the costs. Most requests are able to be filled using ArcGIS with pregenerated map templates with typical layers and standard elements such as logos, north arrows, scale bars, etc. - Satisfaction: 5
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(#1) Sarah Kautz []

Budget Manager • Administration • Admin Building

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Office-based users: 3; Mobile users: 0 • Desktops: 3; Laptops: 1; Terminals: 0; Network Printers: 2; Personal Printers: 0

1. **Process: (#1) Budget Document** - Annual Final Budget Document []
 - **Excel (Application)** []
Charts, Graphs, Financial Data - Financial data printed from FRX, manually typed in Excel - Satisfaction: 1
 - **FRX (Application)** []
Reporting - running 30+ reports...information is then manually typed into excel or word for the 400 page document - Satisfaction: 1
 - **Word (Application)** []
Budget Message, other docs - - Satisfaction: 3
2. **Process: (#243) Department Request - Preliminary Budget Process** - Fall Budget Preparation []
 - **Excel (Application)** []
- Budget worksheets created each year by taking master copies and inserting and changing the name of tabs, etc. This is extremely manual and time consuming. Also, departments use excel workseets that have been exported from FRX, to input budget #'s. Worksheets dont always calc right, because FRX is so old. Also, no tracking mechanism. - Satisfaction: 1
 - **FRX (Application)** []
- columns are updated, accounts are added and balanced, reports are run and exported to excel. - Satisfaction: 1
 - **Iowa DOM Website (Application)** []
- All Budget info is manually entered into satae website - Satisfaction: 3
 - **Platinum (Application)** []
- Budget requests, estimates and admin rec columns are imported to platinum. Lots of manual manipulation has to be completed to take excel budget worksheets into Platinum. Each time a budget line item is changed, it has to be changed in each place in Platinum - Satisfaction: 1
3. **Process: (#249) FRX report generation** - weely []
 - **FRX (Application)** []
- reports manually started and generated. - Satisfaction: 2
 - **Platinum (Application)** []
- financial activity only posted once a week...does not update as activity occurs - Satisfaction: 1
4. **Process: (#247) Grant AJE's** - []
 - **AJE Requests (Manual)** []
- Paper is sent to Budget Manager for AJE. - Satisfaction: 3
 - **Grant Reconciliation (Manual)** []
- Each grant checked to see if Admin has copy of every revenue receipt, and AJE's are completed to assign expenses to grant. All manual..no formal software available - Satisfaction: 3
 - **Grant Revenue receipt (Manual)** []
- Checks or EFT payments are made to the county (as reimbursements) and it is often unknown where these revenues should be applied. No A/R system. Emails are sent around...do you know where this \$\$ goes? - Satisfaction: 1
5. **Process: (#245) PCARD Reconciliation** - - 4 week cycle []
 - **Audit Receipts and Purchases (Manual)** []
- Every purchase is audited to check for sales tax, purchasing policy rules and receipts. - Satisfaction: 3
 - **Crystal Reports (Application)** []
- Both PCARD Reconciliation reports are housed in this applicaton. - Satisfaction: 5
 - **Platinum (Application)** []
- Data is converted via manual process into a format that can be imported to Platinum for G/L posting purposes - Satisfaction: 3

- **Wells Fargo CCER Website** (Application) []
 - P-CARD itemized dept totals are printed out for each period. Also, transactions are checked each week to ensure that receipt is present and charges are in line with county policy. GL numbers are added here. Data is downloaded each 4 weeks.
 - Satisfaction: 3
-

(#17) Sue Brewer []

Operations Manager • Recorder • 600 W 4th St Davenport, Iowa

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Office-based users: 12; Mobile users: 0 • Desktops: 16; Laptops: 0; Terminals: 0; Network Printers: 3; Personal Printers: 1

1. **Process: (#43) Deposit with Treasurer** - Preparing deposit from three departments []
 - (Manual) []
 - Daily receipts for real estate, conservation and vital records are recapped on a deposit form and taken to the Scott County Treasurer for deposit. Once receipted by the Treasurer a copy of the receipt is returned to Sue Brewer for records. - Satisfaction: 5
 - () []
 - Each department submits their recap to the staff member responsible for the final deposit with the Treasurer. This person (Carolyn or June) verifies the checks, currency and coins and combines the account numbers for the Treasurer. - Satisfaction: 4
2. **Process: (#36) accepting death certificates from funeral homes** - verifying information before placing on record []
 - (Manual) []
 - Funeral homes present the death certificate to our office. We must verify several key areas and all signatures before they can be placed on record. - Satisfaction: 5
 - (Manual) []
 - Satisfaction: 5
 - (Interface) []
 - If the certificate is acceptable, the information is entered in the Death Index on the database, issued a file number and certified copies are issued when requested. - Satisfaction: 4
3. **Process: (#47) Accounts Receivable** - charges and copies []
 - () []
 - Recording fees and copies of legal documents can be charged through the database. A monthly statement is mailed and each account must be paid in full each month. - Satisfaction: 5
 - (Interface) []
 - Payments on the accounts are applied by entering them in the database by account name. - Satisfaction: 5
4. **Process: (#42) Burn disk** - Each week burn disk of real estate activity []
 - (Application) []
 - Scanning clerk formats data each week and burns a disk for Iowa Title Company - Satisfaction: 3
 - (Interface) []
 - Once a week is complete, the data is compiled and a disk is burned for Iowa Title Company. An invoice is given to the company along with each disk. - Satisfaction: 4
5. **Process: (#33) Conservation receipting fees** - receipts into DNR on line system []
 - (Interface) []
 - We use the DNR Electronic Licensing System of Iowa (ELSI) to process hunting, fishing, ATV/Snowmobile registrations and titles. At the end of each day a daily total of receipts is balanced to the actual cash collected. - Satisfaction: 3
 - () []
 - Customer's information is obtained by swiping the driver's license, social security number or DNR number. Transaction type is entered by code and fees are calculated and collected. Titles and Liens must be also entered into the Cott database since the DNR does not produce these documents but are entitled to one half the fee collected. - Satisfaction: 0
 - () []
 - Customer's information is obtained by swiping the driver's license, social security number or DNR number. Transaction type is entered by code and fees are calculated and collected. Titles and Liens must be also entered into the Cott database since the DNR does not produce these documents but are entitled to one half the fee collected. - Satisfaction: 3
6. **Process: (#45) Daily balancing** - Real Estate, Conservation, Vital Records []
 - (Manual) []
 - At the beginning of each day, real estate, conservation and vital records daily receipts are balanced by a designated employee. Each department deposit recap is then presented, along with the fees, to a clerk who prepares the deposit entire department for the Treasurer. - Satisfaction: 4
7. **Process: (#44) Debit/Cr Card Transactions** - Used for vitals and conservation []

- (Interface) []
 - Debit/cr card transactions are processed through the Scott County Treasurer's network. Customers are charged \$2.00 for the debit card use and \$5.50 for cr card use. - Satisfaction: 4
- (Manual) []
 - Once a cr/debit card transaction is authorized the certificate or registration is issued. In order to account for these transactions through the database, the fee is entered as a cash transaction and this transaction is entered on the daily deposit as a cr and the Treasurer's office will carry this as an account receivable on their books. - Satisfaction: 4
- 8. **Process: (#37) electronic filings** - accepting electronic real estate documents []
 - (Interface) []
 - Electronic filings are submitted through vendor to Recorder, processed and accepted. These documents are automatically downloaded into the database. When all systems are functioning well, the process is fast, does not require receipting, and document is partially indexed when it arrives. The Real Estate Specialist completes the indexing and approves the document before it is accepted in our records and assigned a file number. - Satisfaction: 5
- 9. **Process: (#34) Indexing documents** - indexing real estate documents []
 - (Application) []
 - The Real Estate Specialist enters documents into the Cott database by date of instrument, names, legal description or cross reference number - Satisfaction: 5
 - () []
 - Once documents are receipted they automatically transfer into "Complete Index Deferred". The index clerk simply clicks on this workgroup and the documents are loaded and ready to enter data. When the indexing is completed, the index is available for verification and is transferred to a Correction group for final processing. - Satisfaction: 5
- 10. **Process: (#39) Issue certified copies** - placing information on certified paper from IDPH []
 - (Manual) []
 - Customer must complete a Request for a Certified Copy provided by the IDPH. Once identification is verified and entitlement is proven, a record is searched either on the database or microfilm and is printed onto special "security paper". This process normally takes 10 to 15 minutes. - Satisfaction: 4
- 11. **Process: (#46) Issue monthly checks** - Real Estate, Conservation, Vital Records. []
 - (Manual) []
 - Vital records and conservation clerks present a monthly report to Oper Manager for fees payable to the DNR and IA Dept of Public Health for their portion of fees collected. - Satisfaction: 4
- 12. **Process: (#38) Marriage Applications** - inputting marriage information into database []
 - (Manual) []
 - Interview customer to make sure they are being married in Iowa and not married to anyone else at the time of application. Enter the application in database and issue paperwork. - Satisfaction: 5
- 13. **Process: (#48) Ordering supplies** - ordering via cr card or from county supplies []
 - () []
 - Office supplies are order via the internet, through purchasing and through the Scott County Office supply system. - Satisfaction: 5
- 14. **Process: (#32) receipting real estate documents** - receipting fees in real estate and vital records department []
 - (Manual) []
 - Clerk accepts documents from the public at the counter and also process the mail each day. She checks the documents to make sure they meet the legal and formatting. If the document is acceptable, it is entered by name and fees are calculated and accepted. The check is then endorsed and transaction is complete. - Satisfaction: 0
- 15. **Process: (#35) registering births** - entering into database []
 - (Manual) []
 - IA Dept of Public Health sends birth certificates to the Recorder on a weekly basis. The Vital Records Specialist enters these into the Birth Index which assigns a file number and issues a document label. Once the staff has verified the information, the birth is scanned and attached to the index. - Satisfaction: 5
- 16. **Process: (#31) scanning** - scanning real estate and vital record documents []
 - Scanning (Interface) []
 - Scanning - real estate - Each day, after real estate indexing has been verified, documents are scanned and images made available from searching through the internal and two (2) external websites. - Satisfaction: 5
- 17. **Process: (#41) upload real estate data** - upload weekly or monthly to DataTree []
 - (Interface) []
 - The scanning clerk compiles data for each month and electronically transmits the - Satisfaction: 0
- 18. **Process: (#40) verify real estate records** - verifying information before releasing to the public []
 - () []
 - Once the indexing process is complete documents are automatically transferred to the correction mode where the clerk request the documents by Workgroup number. When verification of data is complete the documents are released to the public. - Satisfaction: 4

- (Application) []
- One the verification clerk completes a workgroup the documents are released for public searches and scanning clerk can proceed with her daily work. - Satisfaction: 5
 - (Application) []
- One the verification clerk completes a workgroup the documents are released for public searches and scanning clerk can proceed with her daily work. - Satisfaction: 5
-

(#27) Timothy Huey []

Planning Director • Planning & Development • Scott County Annex Building

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Office-based users: 4; Mobile users: 0 • Desktops: 2; Laptops: 1; Terminals: 1; Network Printers: 1; Personal Printers: 1

1. **Process: (#257) Building Permits** - Enter Building Permit and Inspection Information []
 - **Permit Tracking System** (Application) []
In house written program to enter and track building permits and building inspections - Would like to get mobile laptop to allow building inspector to enter inspection information from the field. - Satisfaction: 3
 2. **Process: (#258) Rural Address System** - When new addresses are assigned for new homes and businesses the new addresses are entered into the address system []
 - **Scott County Rural Address System** (Application) []
System for entering addresses for rural properties - - Satisfaction: 3
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END