

Waukesha County Government's – IT Division Environment

Date: January 13, 2010

Version: 6.0

IT Division Manager

I.T. services are led by a manager who reports directly to the Director of the Department of Administration. The I.T. Division has three main subgroups. They are:

Business Services Section

The mission of Business Services is to assist and support the needs of County departments, by recommending/implementing integrated customer focused business and information technology solutions in a cost effective and efficient manner, from which information is shared for the benefit of Waukesha County Government and the public. Business Services acts as the primary liaison between I.T. and all County departments, coordinates and leads the business analysis function, manages the portfolio, program and project management office, conducts QA/User acceptance and testing, the Subject Matter Experts (SME's) for systems administration of the County's Public Safety System, spearheads the technology review process, and maintains the IT Strategic Plan.

Infrastructure Section

The Infrastructure Section provides technical services and support for all computing and telecommunications technologies (excluding development and maintenance of applications), for telecommunications, and all systems, from the desktop, through the back end servers and networks, and provides information security services for the County.

Solutions Section

The Solutions Section provides technical and project services in the areas of application and web development. This includes programming, content management, data warehousing, website development and support, and support for all applications, whether developed or purchased off-the-shelf.

IT Division – Applications, Hardware and Software, and Project Management Standards For Waukesha County Government

APPLICATION STANDARDS

Family: Coding Standards

Web

- .NET 2.0 or higher coding standards
- W3C Compliance – XHTML 1.0, CSS 1.0, Section 508
- Cross Browser Compatibility

Non-Web

- Cross-platform functionality where possible
- Business Objects – Reporting
- Crystal Reports - Reporting
- Oracle

Security

- Application level authorization – For stand alone applications
- Online Services application (custom) – For single sign on or multiple access applications

Versioning

- Database Based – None Currently
- Windows Based – Microsoft Visual Source Safe (VSS)
- UNIX Based – Microsoft Visual Source Safe (VSS)

Languages

- .Net 2.0 or higher
- Oracle 6i or higher
- Application Specific

Documentation - Release notes for each major or minor release must be prepared, highlighting the changes included in that version.

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Family: Environment Standards (DEV/TST/PRD)

Definitions

DEV – Where application development and IT testing is performed

TST – Where departmental testing is performed

PRD – Where live applications exist

Promotion process

Sign Offs

Developer – To Dev

Business Analyst – To TST

Solutions Manager

Departmental Sponsor – To PRD

Infrastructure Manager

QA Process

Sign Offs

Developer

Solutions Manager

Business Services Manager

Business Unit Sponsor

Family: Documentation Standards

Documentation Storage

Waukepedia (Wiki) Site

Documentation Process

Release notes for each major or minor release must be prepared, highlighting the changes included in that version.

Release notes should be prepared for bug / maintenance releases.

The software version number should be visible on the header or footer of the application, or in an "about" page.

Business Design

Business Flow

Cross Functional Flow Charts

Business Process Flow Charts

Sign Offs

Developer

Solutions Manager

Business Services Manager

Business Unit Sponsor

Family: Service Level Agreements

New Software Installs (vendor.)

Planned – normally required

Unplanned – limited availability.

Existing Software Upgrades (vendor.)

Planned – normally required

Unplanned – limited availability.

New Software Development (custom IT.)

Planned – required.

Unplanned – limited availability

Existing Software Upgrade Development (custom IT.)

Planned – required

Unplanned – not an offered service.

Software support (vendor.)

Provided on as needed basis.

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Software support (custom IT.)

Provided on as needed basis.

Generic Expectation

Help Desk Tickets - Acknowledge as soon as is practical or as soon as required by issue's initial designated severity.

Phone calls/voice mail/email. - Acknowledge receipt of communication within:

One worked business day if on normal schedule

Two worked business days if returning from absences.

Attitude/Philosophy.

Users are our customers.

If we can't provide what they want, we'll do our best to provide what they need.

HARDWARE STANDARDS. Hardware/Software standards are discussed for each type or category of use within the County.

Variations. Variations from these standards may be authorized if it is in the County's best interest to do so. Each variance is examined and approved on a case-by-case basis.

Family: Workstation

Hardware

Desktop

Intel® Core™ 2 Duo E8400 3.0GHz, 6M, 1333MHz FSB

4GB DDR3 Non-ECC SDRAM,1066MHz

250GB SATA 3.0Gb/s and 8MB DataBurst Cache

16X DVD+/-RW SATA, Roxio Creator

Integrated 10/100/1000 Ethernet Interface

Integrated Sound Adapter

Laptop / Notebook. Mobile users are allowed to obtain a laptop or notebook system, instead of or in addition to their desktop unit.

Intel-based laptop unit

Intel® Core™ 2 Duo P8700 2.53GHz, 3M L2 Cache, 1066MHz FSB

4.0GB, DDR2-800 SDRAM

160GB Encrypted Hard Drive, 7200RPM

15.4" Widescreen WXGA (1280x800) LED

8X DVD with Cyberlink Power DVD

Integrated 10/100/1000 Ethernet Interface

Dell Wireless™ 1510 802.11a/g/n Draft Mini Card

Integrated Sound Adapter

Software

Operating System. Microsoft business-class version of workstation software, Microsoft Windows XP Professional. As a rule the County will support the last fielded version, and will work actively to "sunset" the version previous to that.

The goal is to schedule service pack upgrades as soon as practical, and to apply hot fixes and patches as soon as possible.

Client Software and Utilities.

McAfee Anti-virus software, installed to a locked-down configuration with automatic updating.

Screenprint 32

Windows Media Player

Windows Internet Explorer as the standard browser.

Office Automation Products

Microsoft Outlook 2007 / Exchange.

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Microsoft Office 2007 Professional

Microsoft SharePoint

Microsoft MOSS 2007

Other. The County seeks to minimize the use of unique packages to only those essential to perform business essential job functions. Unique packages must be requested through a department IT Coordinator, and approved by the IT department prior to purchase.

Family: Server

Technical Sub-Class: Unix-Based

UNIX servers will be used for specialized applications.

Hardware.

IBM p-Series, rack-mounted, sized as appropriate for requirements

10/100/1000 Ethernet adaptor

RAID protection, implemented in HW

Multi-processor capable

SCSI Controller capable

Manufacturer-supplied 24 X 7 X 365 maintenance

Processor count, RAM and drive sizes based on the final use

SAN-capable

Software.

Operating System. AIX 5.3 or higher

Backup. Tivoli Storage Manager

Other packages as required.

Technical Sub-Class: Windows-Based

Windows based servers are used to support Active Directory, logon and authentication, electronic mail, applications, thin-client [Citrix Metaframe], some database, and web hosting services.

Hardware.

IBM x-Series, rack-mounted, sized as appropriate for requirements

10/100/1000 Ethernet adaptor

Multi-processor capable

SCSI Controller capable

Manufacturer-supplied 24 X 7 X 365 maintenance

RAID protection, implemented in HW

Processor count, RAM and drive sizes based on the final use

SAN-capable

Software.

Windows 2003 or higher. Upgrades scheduled for completion. Patches and hot fixes applied ASAP after release.

Backup. Symantec Back Exec, version 10 or later.

McAfee Anti-virus, version 8.0i or later.

Other packages as required.

Family: Infrastructure

Hardware.

Cisco routers or switches per application

Rack mounted devices preferred.

Manufacturer supplied 24 X 7 X 365 maintenance and support

In cases of testing, or small expansions to a single office or cubicle, a switch from another vendor may be used, if more cost effective.

10/100/1000 Ethernet [Fiber or Copper]. Copper rated to Cat 5e or higher. Fiber either multimode, or single-mode OH free.

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Software.

Cisco IOS version 12.1 or higher.

TCP/IP protocol only on networks.

Devices capable of trunking 802.1q

Exact software version selection is based on current Cisco recommendations.

Family: Databases

The County's preferred databases are Oracle and Microsoft SQL Server. Other databases will be approved individually before purchase.

Microsoft MSSQL Server. Version 2005 or greater.

Oracle. Oracle version 9i or greater. Version/release selection based on specific application supported

Other. Non-Standard databases have been accepted and are being used, when they come bundled with some specific applications. Each one is justified and decided upon as the need arises.

Family: Storage Area Network (SAN)

HDS AMS2300 Series equipment

McData, Cisco or Brocade SAN fiber switching equipment

Single-mode or Multi-mode fiber and GBICs

SCSI drives for production database, transaction type systems

SATA drives for more stable or archived data or systems

PROJECT MANAGEMENT STANDARDS.

Strong project management is one of the key success factors for successful system implementation.

The IT Business Services Group, responsible for the PMO, has in-place a project management framework, with standard project management templates for all related activities. (Refer to attachment titled, 'Business Services Project Portfolio Forms Chart'.

Waukesha County IT has implemented Microsoft's Office SharePoint Server (MOSS) 2007 used as the 'primary repository' for project management portfolio information, facilitate collaboration, provide for content management, standard business processes, and provide county staff and others view access to project management portfolio information that is essential to a departments' goals relating to technology project initiatives.

Overall, it is the responsibility of the IT Business Services Group to manage all technology related projects like an investment portfolio; to maximize the return from constrained resources at an acceptable and quantifiable level of risk, and assist all county departments in justifying their business case for proposed technology based projects. Business Services will assign a project manager to all approved technology project initiatives.

It is understood that the vendor will adhere to the Waukesha County's project management standards to assure uniformity across all project responsibilities and activities between both parties. The Vendor is required to dedicate effective, experienced project management staff to oversee its designated project responsibilities and activities as defined and agreed upon in the approved/signed contract.