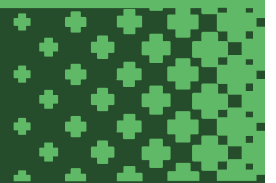**Antrim County**

Information Technology Department

2021
Annual Report

The Antrim County Information Technology Department is responsible for maintaining and supporting an inventory of approximately 225 computers/laptops, 56 tablets, 123 printers, 200 VoIP phones, 55 cellular phones, 40 servers, and several other network devices (switches, routers, firewalls, wireless AP's, etc.).

The following is a brief outline of some of the duties performed by the Information Technology Department and the activities that the department was involved with in 2021.

⇒ Worked with Sheriff Department and GETAC to determine a solution for replacing the body cameras, management of the videos and a cloud based storage.

⇒ Worked with Maintenance Department and Havel Brothers in an effort to update the software for the HVAC controls.

⇒ Met with Administrator and Maintenance Department to discuss a software solution that would allow the department to receive work requests via email; track work orders; schedule reoccurring preventative maintenance tasks, etc.

⇒ Implemented a solution for the maintenance team and trained the staff on using the system used for requesting maintenance assistance.

⇒ Coordinated with the Maintenance Department with the implementation and installation of access control readers and door strikes for the county buildings interior and exterior doors.

⇒ Worked with BS&A, Deputy Administrator and GIS Technician to get GIS data online with BS&A online information.

⇒ Worked with BS&A and the Construction Code in an effort to post construction code records online, allow the ability to pay for permits online with credit card, and schedule inspections.

⇒ Worked with Treasurer and BS&A to post tax information online.

⇒ Worked with vendors (demos, quotes, etc.) to come up with a phone system replacement for the county.

⇒ Worked with the State of Michigan and Charter Communications to change vendor used for LEIN connectivity (from AT&T to Charter fiber).

⇒ Worked with District Court Administrator and BIS to replace the court audio recording system with a video recording system.

⇒ Lead and worked with a team of county staff in an effort to determine a vendor to design and host the county website.

⇒ Installed a new phone system and configured/setup approximately 200 handsets for all county departments and other agencies utilizing the county phone system.

⇒ Worked with Intrado, technical support for 911 NextGen Viper phone system, to get the county phone system to interface with the Viper phone system.

⇒ Worked with the County Administrator and MMRMA regarding a security issue.

⇒ Attended demos with the Jail Administrator and vendors in an effort to find a suitable solution to replace the jail inmate phone system.

⇒ Attended the Capital Improvement Plan Committee meetings as an appointed member.

⇒ Met with departments before budget request, to discuss technical needs and provided research and pricing for 2022 requests.

⇒ Installed new cable drops in the Sheriff Department, 1905 Courthouse, and the County Building.

⇒ Replaced 5 year or older laptops/computers with new; and repurposed several older computers for public use, courts, substations, etc.:
- o 29 laptops replaced
- o 16 computers replaced
- o 15 repurposed computers and laptops

⇒ Prepared computers (wiped or destroyed hard drives) and other technical devices for disposal.

⇒ Administered user accounts for network access, created email accounts for users and departments, programmed phones for any changes needed and set up appropriate permissions for users to access network resources (database, shared folders, computers, etc.)

⇒ Continued supporting and managing user accounts and permissions for the county website.

⇒ Continued to setup phones, extensions, phone lines, voicemail and user access.

⇒ Continued managing the access control system for the county buildings.

⇒ Researched, provided quotes and ordered technical equipment for all of the County departments.

⇒ Continued to keep current inventory of computers, software, network equipment, printers, monitors, etc.

⇒ Managed the cellular accounts with Verizon Wireless and AT&T including ordering phones, ordering or changing services, troubleshooting and setting up cell phones for the end user.

⇒ Continued to manage editor accounts and permissions for departmental Facebook pages.

2021
Help Desk Tickets

Completed Requests By Date by Technician

Generated by Craft, Valerie on :Jul 5, 2022 11:47 AM

Completed Time : From Jan 1, 2021 12:00 AM To Dec 31, 2021 11:59 PM

	2021	Count
Craft, Valerie	433	433
Sutter, Dylan	928	928
Count	1361	1361

Requests by Category

Created Time: From Jan 1, 2021 12:00 AM To Dec 31, 2021 11:59 PM

Software ■ General ■ Printers ■ Desktop Hardware ■ Telephone ■ User Administration ■ Network ■ Remote Access ■ Web Site ■ Access Control ■ Internet ■ Operating System ■ Fax Line ■ Spam Filter ■ Services ■ Routers ■ Security Awareness - KnowBe4
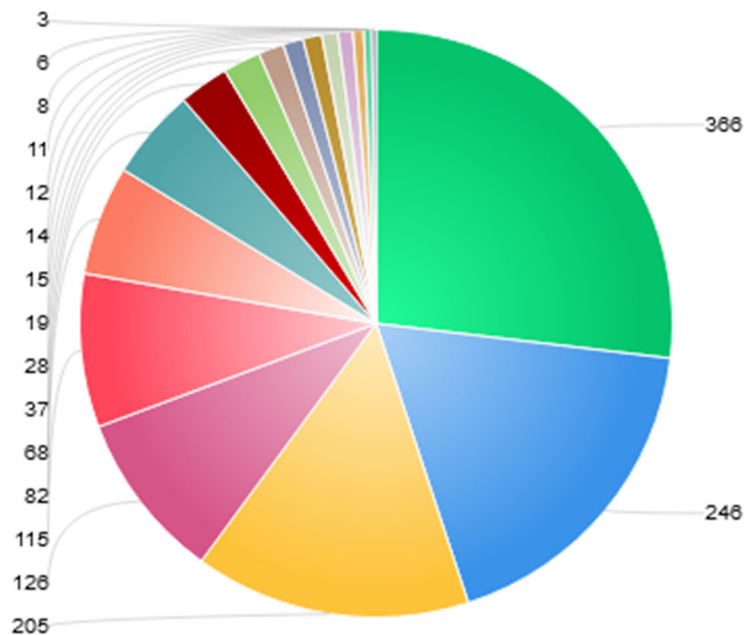
Antrim County Information Technology Department

Completed Requests By Department
Completed Time : From Jan 1, 2021 12:00 AM To Dec 31, 2021 11:59 PM

	2021
Accounting	7
Administration & Planning	94
Airport	11
Animal Control	17
Barnes Park	42
Board of Commissioners	1
Circuit Court	1
Clerk	62
Commission on Aging	74
Construction Code	139
District Court	36
District Court Probation	10
Emergency Operations	30
Equalization	45
Friend of the Court	3
Grass River Natural Area	23
Human Resources	44
Local Police Departments (4)	12
Maintenance	13
MSU Extension	29
Probate Court	67
Prosecutors Office	163
Register of Deeds	58
Sheriff - 911 Dispatch	94
Sheriff - Administration	51
Sheriff - Civil Process	0
Sheriff - Corrections	4
Sheriff - Courthouse Security	4
Sheriff - Deputies	89
Sheriff - Detectives	17
Sheriff - Nurse	3
Sheriff - Zero Tolerance	8
Transportation	29
Treasurer	53
Veterans Affairs	28
Count	**1361**