

# DOT.Comm

Douglas Omaha Technology Commission

Douglas Omaha Technology Commission  
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# ANNUAL REPORT 2005



January 31, 2006

# DOT.Comm Board of Directors



Pictured (from left): Verlyn Kroon, Marty Bilek, Councilman Dan Welch, Angelo Privitera, Jennifer Mahlendorf, Commissioner Kathleen McCallister; Not Pictured: Scott Pettit

# DOT.Comm Executive Team



Pictured (from left): Nicole Wendle, Barry Maher, Tracy Svevad and (seated) Vic Stannish

# Table of Contents

<b>Executive Summary .....</b>	<b>1</b>
<b>Client Services.....</b>	<b>2</b>
<b>Operations.....</b>	<b>4</b>
<b>Administration .....</b>	<b>6</b>
<b>2006 – The Year Ahead.....</b>	<b>7</b>
<b>DOT.Comm Board of Directors and Sub-Committees.....</b>	<b>8</b>
<b>Financial Summary.....</b>	<b>10</b>
<b>Projects Completed in 2005.....</b>	<b>13</b>
<b>Staff Credits .....</b>	<b>14</b>

# Executive Summary

During 2005 DOT.Comm experienced executive management changes and it is my privilege to have accepted the CEO position effective November 7, 2005. Obviously, the recognition for the successes and progress highlighted in this report belongs to the outstanding management and staff who persevered during this period. I am sincerely appreciative of their accomplishments and humbly flattered for the warm welcome afforded to me.

On to business...you will note in this report that our DOT.Comm organization provides two primary services. *Development* related services address the design, development and deployment of *new* technology platforms and *Operations* related services support *existing* technology platforms for our clients within the City of Omaha and Douglas County, Nebraska. Additionally, internal operations at DOT.Comm are managed within our Administration area which primarily consists of Human Resources, Finance, and Safety. DOT.Comm is honored with its opportunity to assist the City of Omaha and Douglas County in their use of technology for the benefit of our citizens.

In our Client Services area...our Service Desk operation continues to grow and has processed over 14,000 calls-for-help (many resolved within minutes). We have added hundreds of new customers to our network and assisted all through our training and facilities support services. Our Client (Account) Managers continue working directly with our customers (many at the customers' locations) to facilitate communications, resolve problems and provide a direct link to the professional resources available at DOT.Comm.

In our Operations area...over 60 projects and literally hundreds of modifications were made to our customers' applications. These additions and changes further enable our customers to use technology more effectively. Our data center and network management teams continue to maintain 24x7 operations including the handling of customer calls which come in after normal business hours.

Our Administrative area and DOT.Comm sub-committees have worked through several management changes. Through the changes we maintained customer focus, improved finances and improved internal procedures while achieving a remarkably low staff turnover rate of less than 2%.

While we are all proud of past accomplishments, our future is more exciting. Advances in the application of technology for government operations allow more services to be provided to more people, more quickly, more conveniently and more economically than ever before. There is no limit to the amount of intelligent information which can be accessed and provided; thereby presenting the challenge to determine what information is most needed and how it is most effectively delivered. This challenge is where DOT.Comm excels. We are uniquely positioned to have the ideal mix of both application and technical understanding coupled with effective development and deployment know-how. We can implement your ideas and we have some of our own. Our methodologies are time proven and our success is easily measured and understood in terms of customer service and financial effectiveness. We promise our customers that we will work hard, tell the truth and make them proud to have us as part of their team.

As we proceed together, I am proud to serve as your CEO and sincerely look forward to our future together.



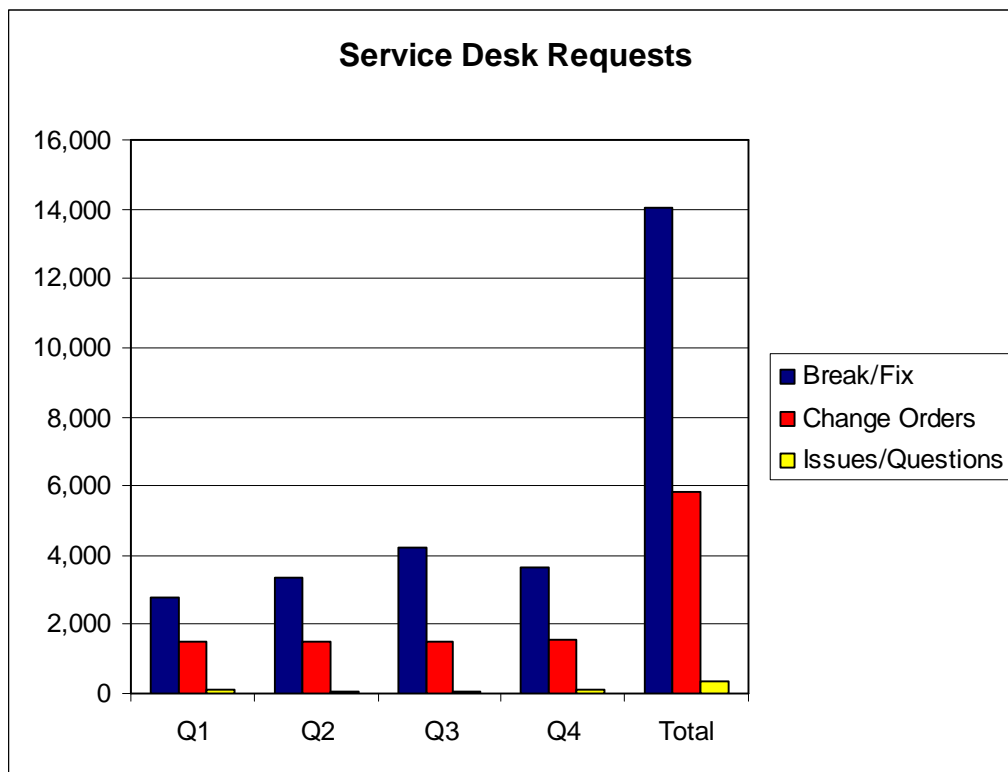
Victor E. Stannish  
Chief Executive/CIO

# Client Services

The Client Services Division provides Service Desk Support, Telephone Support, Desktop Device Support, Desktop Application Training, Data/Phone Cabling, and Client Management services for our customers.

## Service Desk and PC Support

Our Desktop Support staff, consisting of 19 PC Specialists, provides maintenance and support to over 3,500 desktops/devices in over 100 different locations. The Telephone Support team manages over 4,400 phone lines. The DOT.Comm training staff provides educational services including enterprise applications and unique customer applications.



The chart above shows the number of Service Desk requests that DOT.Comm received from our customers during 2005. Our specialists, administrators and analysts manage these requests which range from defective equipment to intricate resolution of data base and software issues.

In 2005, our Network and Business Applications teams witnessed a 65% increase in requests for service. By capturing and analyzing this information, we are better able to determine the cause of problems and work on prevention. We concentrate on fixing problems quickly, identifying their root cause, and preventing them from occurring again.

## Highlights of 2005

- 299 New users were added to the network
- 496 PC's configured and deployed
- 3,847 Calls resolved on the first call to the Service Desk
- 285 Users attended training classes (52 total classes)
- 1,505 Phones added, moved or changed
- 279 Data/phone cables pulled and terminated
- Hurricane Katrina Evacuee Shelter – provided technology support to City, County and State agencies
- Migrated 4,400 telephone lines to the new Centrex Prime Telephone System



## Client Management



Client Management provides a single point of contact for our clients. Client Managers provide support to our clients by meeting with them on a regular basis to review project status, provide on-going support, and define future project requirements. The focus of client management is to provide the highest level of quality customer service through continual and face to face communication, project management, and customer feedback evaluation.

## Highlights of 2005

- Register of Deeds: Provided implementation services and support to allow the back-scanning of historical paper documents.
- Omaha Police Department: Provided implementation services to upgrade (increased bandwidth for same cost) the wireless network infrastructure for mobile data computing.
- Election Commission: Provided data and image migration services for the statewide election system.
- City Finance: Provided implementation services and support for the upgrade of the payroll application.
- Emergency Management Agency: Participated in the upgrade of the Emergency Operations Center to include: new PC's, wireless network access facilities, and a VoIP telephone system.
- City Planning: Published RFP and negotiated a contract for Permits & Planning Application Software to allow the Planning Department to utilize modern technologies in the services provided to citizens and area builders (for example, handheld devices accessing centralized data using wireless network access).

# Operations

Our Operations Division consists of two primary support groups – Infrastructure and Business Applications. These groups deliver services to customers through defined projects and in response to service tickets. We are committed to completing work accurately and consistently.

## Projects and Application Support



DOT.Comm delivered projects that resulted in new and improved services for the City of Omaha and Douglas County agencies as well as residents in the Douglas/Omaha metro area. Legacy applications were extended to meet new business requirements, new web sites and applications were deployed, and network speed and reliability were upgraded in several areas.

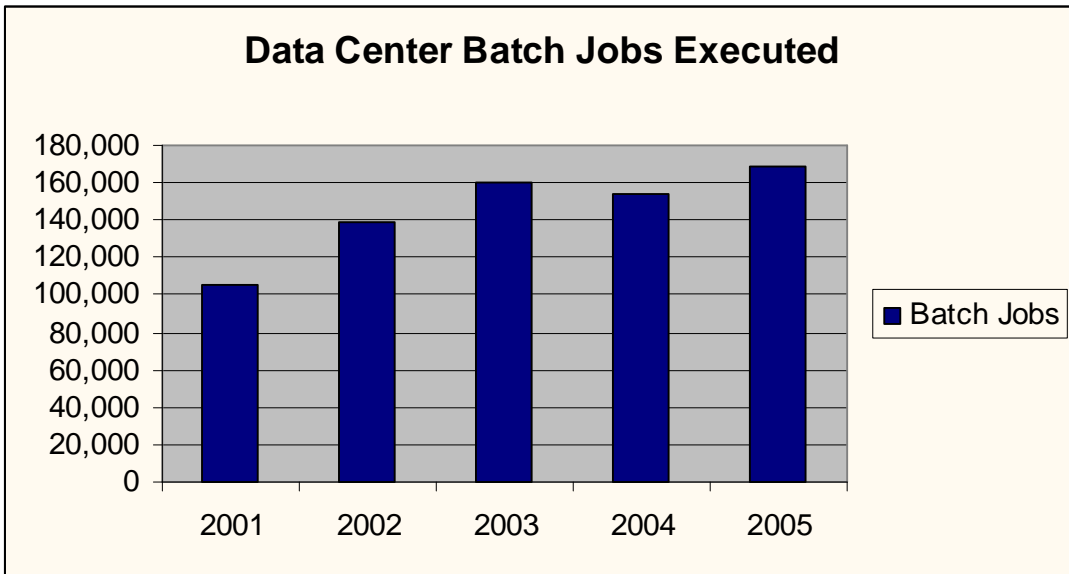
## Highlights of 2005

- An email subscription service was delivered for the Mayor's office
- A web based application to facilitate the management of Omaha's solid waste contractor was implemented
- A major rewrite to the business rules and applications used for processing special assessments to real property was completed
- A new system for capturing and displaying mug shots, used by multiple law enforcement agencies was deployed
- Several upgrades in the Oracle e-Business suite, including migration to a new release of the application, a new version of the underlying Oracle database, and a new, IBM-hosted data center were put into production

## Data Center

The Data Center is staffed seven days a week, 24 hours a day, and is the site of much of DOT.Comm's computer and telecommunications equipment. Computer Operators are trained to operate equipment, run batch processes, and perform first line troubleshooting. In addition to these duties, the Data Center staff is also trained to handle customer calls, which rollover from the DOT.Comm Service Desk outside of standard business hours.





The chart above shows the number of batch jobs executed during 2005 compared with previous years.

#### Highlights of 2005

- An obsolete mainframe was replaced with a state of the art enterprise server, providing increased speed, capacity, and reliability
- Over 41,000 traffic tickets were entered by Data Entry Services
- Over 200,000 tape and cartridge mounts were handled by our Data Center operations staff
- Nearly two million lines of reporting were delivered

#### Network Services

The Network Services team provides 24x7 onsite and field support for data communications including local and wide area networks throughout the metro area. An inventory conducted in 2005 identified over 1,000 network devices which are monitored and maintained by the Network Services team.

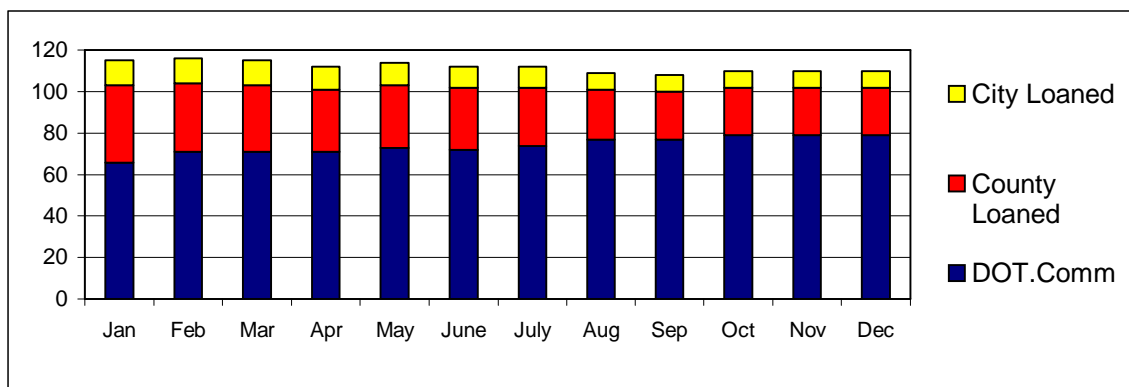
#### Highlights of 2005

- Deployed an enterprise wide spam solution eliminating the vast majority of unwanted junk email received by City of Omaha and Douglas County employees
- Improved response time and reliability for customers through the installation of a private, redundant fiber network connecting all City of Omaha and Douglas County public safety organizations
- Improved internet speed for the City of Omaha by increasing the bandwidth and changing the internet service provider

# Administration

The DOT.Comm Administration Team consists of Finance, Human Resources, and Safety. It is our goal to support internal divisions at DOT.Comm and ensure they have the appropriate resources to satisfy our customer requirements. In 2005 we experienced major changes. In March we hired a new Human Resources/Benefits Administrator, in July we restructured the Finance Department, and in November our Board of Directors selected a new Chief Information Officer. Our sub-committees, comprised of members from our Board, the City of Omaha, and Douglas County, Nebraska provide guidance and review of financial and human resources activities.

DOT.Comm experienced steady growth in 2005. DOT.Comm hired 22 employees, 12 of whom were newly hired candidates, 9 transferred from Douglas County, and 1 transferred from the City of Omaha. All in all, DOT.Comm had an average turnover of 1.15% for the year.



We have made great strides in attempting to attract and retain our employees. In the beginning of 2005, we received the results of our first employee satisfaction survey that gave us a baseline upon which to evaluate and measure future successes. We are dedicated to ensuring a positive work environment for all our staff.

Through an internal survey we discovered that our employees were looking for additional benefit coverage. At the end of 2005 DOT.Comm Human Resources renegotiated the employee health benefits package. Fortunately we were able to incorporate some of the desired services into the new 2006 benefits package and provide DOT.Comm with a savings of over \$100,000 for 2006.

While being quite productive in 2005, the DOT.Comm Employee Relations Committee did manage to have some fun. Our staff was brought together for ice cream socials and a chili cook-off. We were surprised at our Thanksgiving pot-luck with a visit by a Mr. (or Mrs.?) T. Turkey seemingly to profess a somewhat less traditional holiday cuisine.



# 2006 – The Year Ahead

*“ If you don’t know where you want to go, any road will get you there...”*

Beginning in January 2006, we will review, design, and propose a more defined method of revenue generation and expense reimbursement which provides improved flexibility to our customers. This upgrade will better position our clients to evaluate the value propositions and returns on investments for the technology they receive.

We will deploy a phased project development methodology using TOPMATS architecture which produces better understanding of requirements and expectations; segmented preparation of Statement of Work specifications; approvals and sign-offs; flexibility in development options; and more timely completion of on-budget projects.

We will initiate and promote more thorough planning and coordination throughout DOT.Comm and the agencies we support. These processes will provide a forward look to enterprise services, a more understandable view of value, and improved economic effectiveness. Within DOT.Comm we will initiate a review of our internal procedures to confirm adequate controls and provide clear measurement.

The effective use of technology will continue to grow with further research and development in areas of Enterprise Email, Enterprise Data Storage Facilities, Content Management Solutions, ECommerce/Kiosk Applications, Expanded Web Services, Expanded Geographic Information Systems, Voice over Internet Protocol, Wireless Internet Access and other technologies. Our goal continues to be to provide technological solutions and services for the City of Omaha and Douglas County, Nebraska.

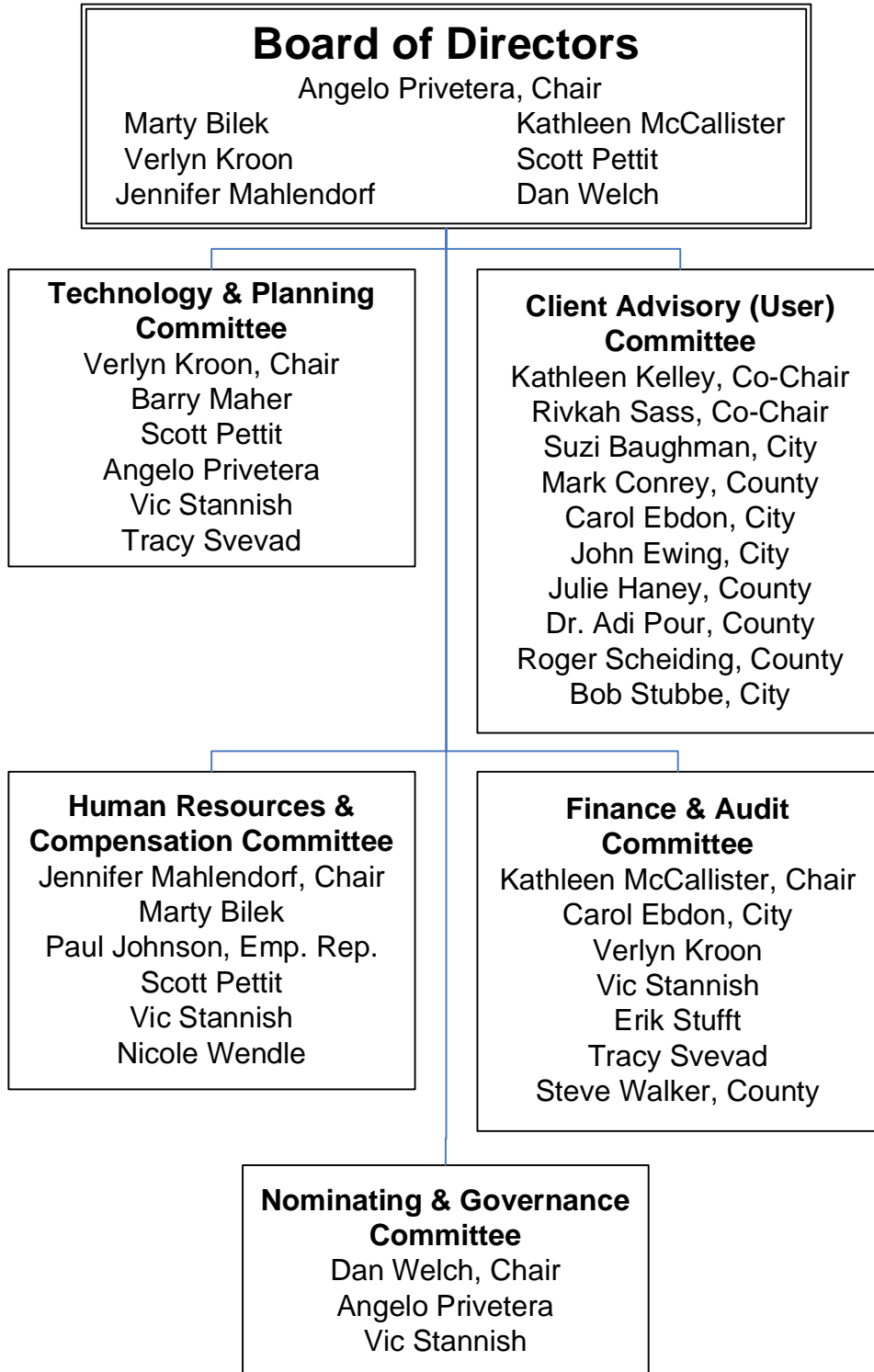
As these opportunities come forward, they must be balanced with prudence. Wise people will always make sure the “juice is worth the squeeze” and when it is, “squeeze as hard as you can”.

On behalf of the entire staff at DOT.Comm, whose names appear in the credits, we are proud to have served you in the past and we are honored to be a part of your teams. We know where we want to go and we are going to take the high road. We will work hard to continue earning your endorsement by being honest, working together, staying focused on customer service and hopefully having some fun.

Thank you for reviewing our 2005 Annual report.

# DOT.Comm Board of Directors and Sub-Committees

## *Organizational Chart*



## ***Committee Reports***

### **Technology & Planning Committee**

This committee was created when the By-Laws were amended in October of 2005 to include three private sector Board Members. The committee focuses on identifying the dynamically changing technology and business requirements of DOT.Comm by:

- Providing guidance in the strategic planning of DOT.Comm
- Creating/monitoring the appropriate performance measures

### **Client Advisory (User) Committee**

This committee is Co-Chaired by a City Department Head and a County Department Head. The committee includes ten representatives, five from the City of Omaha and five from Douglas County. The committee meets monthly and provides feedback and guidance regarding Client Services including:

- Monitoring project and request status
- Planning and prioritizing new requests

### **Human Resources & Compensation Committee**

This committee provides guidance and feedback regarding employment practices, employee surveys, compensation, benefits planning and general HR functions. During its monthly meetings, the committee addresses various topics including:

- Employee morale surveys
- New hire background checks

### **Finance and Audit Committee**

The Finance and Audit Committee meets monthly and reviews activities such as large contracts, audits, and financial trends. Examples of these activities include:

- Outstanding accounts receivables
- The Centrex Prime telephone service contract

### **Nominating & Governance Committee**

This committee was created when the By-Laws were amended in October of 2005 to provide guidance to senior management and the Board of Directors. This committee focuses on:

- Overseeing the board organization and standing committee assignments
- Planning and recruitment of citizen board members

# Financial Summary

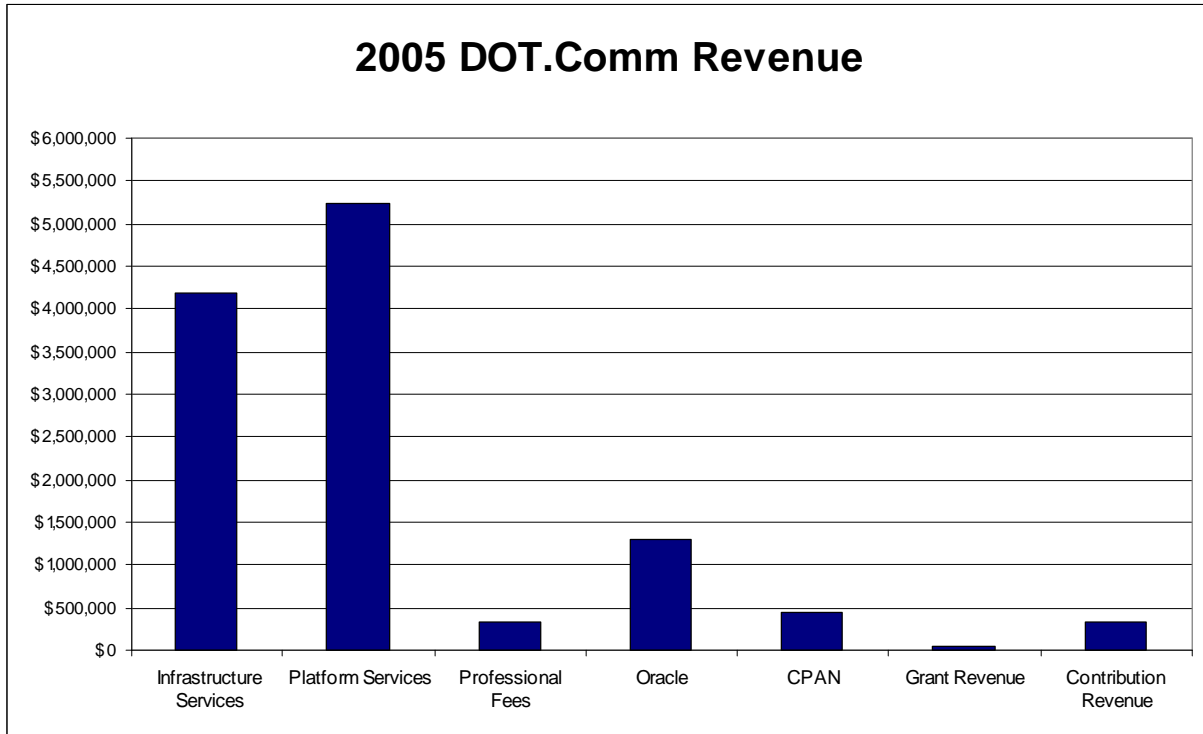
## Year-End Financial Statement (Unaudited)<sup>1</sup>

<b>Account</b>	<b>2005 YTD Actual</b>	<b>2005 YTD Budget</b>	<b>2005 YTD Variance</b>
<b>Revenue</b>			
Infrastructure Services	4,191,196	4,217,136	(25,940)
Platform Services	5,243,812	5,234,664	9,148
Professional Fees	327,177	206,400	120,777
Oracle Expertise City/County	262,834	351,000	(88,166)
Oracle Pass Through	656,002	567,000	89,002
Pass Through City/County	392,565	0	392,565
CPAN	448,197	300,000	148,197
Grant Revenue	49,695	0	49,695
Contribution Revenue	343,376	0	343,376
<b>Total Revenue</b>	<b>11,914,854</b>	<b>10,876,200</b>	<b>1,038,654</b>
<b>Expenses</b>			
Payroll classified regular	5,947,785	6,240,580	292,795
Pension employer contribution	347,092	386,916	39,824
Social Security & Medicare	453,290	470,233	16,943
Health & Accident Insurance	986,810	820,000	(166,810)
Life insurance	1,777	13,200	11,423
Worker's compensation	2,927	2,989	62
Auto allowance	5,711	8,643	2,932
Advertising	318	576	258
Postage and handling	687	672	(15)
Professional fees - other	152,017	60,000	(92,017)
Professional fees - Pass Through	52,025	0	(52,025)
Information Technology Contracted Services	209,693	42,000	(167,693)
Oracle Pass Through	656,002	519,750	(136,252)
Maintenance contract	1,001,330	603,364	(397,966)
M&R - Office bldg equipment	2,497	1,440	(1,057)
Maintenance & Repair - other	16,025	8,160	(7,865)
Rent land, buildings	0	7,644	7,644
Rent Office	0	0	0
Parking	968	2,220	1,252
Rent office equipment (a)	122,508	190,136	67,628
General utilities	1,744	1,980	236
Voice communication's service (local & LD)	65,929	51,600	(14,329)
Data communications (WAN & LAN)	702,759	535,000	(167,759)
Cellular phone charges	3,262	2,460	(802)
Pager services	5,153	3,120	(2,033)
Liability Insurance	49,777	40,284	(9,493)
Unemployment Insurance	0	26,340	26,340

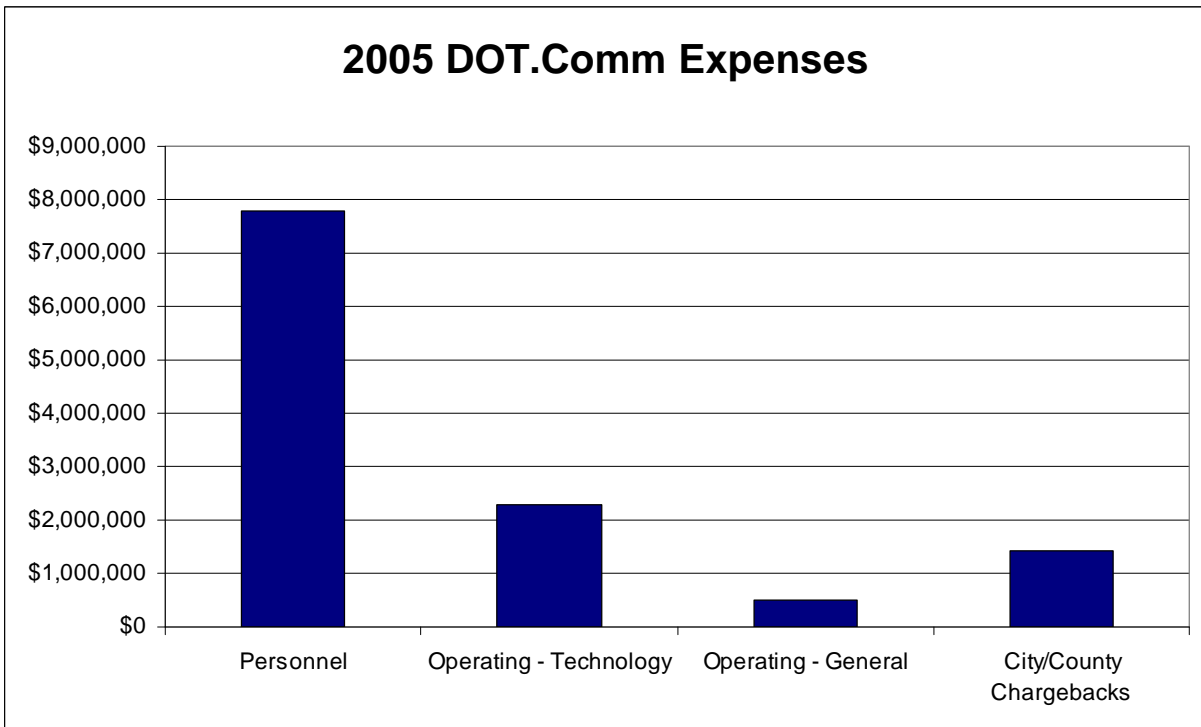
<b>Account</b>	<b>2005 YTD Actual</b>	<b>2005 YTD Budget</b>	<b>2005 YTD Variance</b>
Oracle Expertise	262,834	351,000	88,166
Grant Expense	49,695	0	(49,695)
Membership dues	1,142	1,536	394
Training	38,343	21,840	(16,503)
Office supplies	29,512	33,000	3,488
Other supplies	6,612	48,000	41,388
Computer parts, s/w, access <500	21,249	18,000	(3,249)
Computer parts, s/w, access >500	9,305	24,000	14,695
Micro Computers & Accessories <5000	27,261	6,000	(21,261)
Micro Computers & Accessories >5000	0	0	0
Network Equipment <5,000	47,146	30,315	(16,831)
Network Equipment >5,000	0	0	0
Computer Equipment	158,332	0	(158,332)
Microsoft Upgrade	0	113,163	113,163
City and County Chargebacks	392,565	0	(392,565)
Misc.	2,688	2,700	12
Interest on notes payable	598	6,000	5,402
Depreciation	185,076	132,000	(53,076)
<b>Total Expense</b>	<b>12,020,443</b>	<b>10,826,860</b>	<b>(1,193,583)</b>
<b>Net Profit/(Deficit)</b>	<b>(105,589)</b>	<b>49,340</b>	<b>(154,929)</b>

<sup>1</sup>The following information is provided for information purposes only. The accounts have not undergone an audit by an independent accounting firm.

### Revenue Graph



### Expense Graph



# Projects Completed in 2005

<i>Project Name</i>	<i>Project Description</i>
<b>Brussels</b>	Install downtown fiber ring
<b>Sweet Sixteen</b>	Remediate wiring closets at 16 Locations
<b>SysCon</b>	Operational improvements to network monitoring and management
<b>Ramac</b>	Upgrade enterprise disk storage
<b>Image Access</b>	Provide Douglas County Attorney with electronic access to CDC and Sheriff's records
<b>Yuma</b>	2004 Year end processing for Oracle payroll and financials
<b>Judges' Calendar</b>	Display calendar on CDC website
<b>District Court Web</b>	Display District Court information on the web
<b>Email Subscription</b>	Public notification of changes to City of Omaha website
<b>JoinOPD.com</b>	Develop OPD recruiting website
<b>Clancy</b>	Install digital video capture system in OPD cruisers
<b>Cooperstown</b>	Improve speed and security for Omaha Public Library network
<b>Houston</b>	OPD network upgrade
<b>Dante</b>	OFD server upgrade and consolidation
<b>Hastings</b>	OFD network upgrade
<b>EOC Phones</b>	Replace analog phones in EOC with IP phone system
<b>Corrections</b>	Network build out for new facility
<b>Wright</b>	Reconfigure DOT.Comm 3 <sup>rd</sup> floor layout
<b>Shakespeare</b>	Upgrade to WebSphere v 5.1
<b>eServer Deployment</b>	Replace s390 mainframe with new enterprise server
<b>Jefferson</b>	Generate pension statements and projections
<b>Tolstoy</b>	Benefits element link reconfiguration
<b>Erosion Control</b>	Website updates and improvements
<b>Christie</b>	Create website for the Juvenile Assessment Center
<b>Seeley</b>	Add survey capability to Sheriff's website
<b>Blair</b>	Website for the Omaha Douglas Public Building Commission
<b>Fremont</b>	Convert master names index to DB2
<b>McElhaney</b>	Update booking system to support new courtroom at Corrections
<b>Legal Edge</b>	Deploy case management system for Public Defender's office
<b>Sprott</b>	Provide OPD jail staff report of prisoner appearance schedules
<b>OFD PC</b>	Develop plan for OFD PC replacement
<b>Mug shot System</b>	Replace existing mug shot system
<b>Grisham</b>	Create new system for General Assistance applications
<b>Police Mobile Data</b>	Upgrade wireless mobile data in OPD cruisers
<b>Public Works Wiring Closet</b>	Remediate wiring closets at 9 Public Works sites
<b>Treasurer's Ethernet</b>	Upgrade Treasurer's office to Ethernet
<b>Gerrold</b>	Inventory application servers
<b>Littlefield</b>	Upgrade eServer operating system
<b>Lee</b>	Upgrade City of Omaha HR system
<b>Carroll</b>	Relocate data center used to host Oracle
<b>Sendak</b>	Develop website for Downtown Business Improvement District
<b>Dostoyevsky</b>	Web enable District Court information for public access
<b>NCIC Service Improvement</b>	Research ways to improve service quality for NCIC data delivery
<b>Prisoner Transport</b>	Automate the prisoner transportation list from Corrections to District Court
<b>Rice</b>	Deploy Blackberry devices in Health Department
<b>Telehealth</b>	Health Department secure conferencing
<b>Elections</b>	Migrate voter registration images to state system
<b>Poe</b>	Oracle Time and Labor rewrite analysis
<b>Chaucer</b>	Version upgrade for Oracle application
<b>Sinclair</b>	Deploy Oracle inventory module
<b>Tolkien</b>	Develop solid waste management application
<b>Geneva</b>	Develop web application for Problem Resolution Team
<b>LeGuinn</b>	Publish standards for web development
<b>Hemmingway</b>	Redesign DOT.Comm website
<b>Baldwin</b>	Criminal Justice Management Council website
<b>Stein</b>	GIS server consolidation/upgrade
<b>E-Docketing</b>	Web enable docketing process
<b>Moon</b>	Create extraction process for arrest data
<b>NCIC Encryption</b>	Encrypt NCIC data to meet Federal requirements
<b>VTR</b>	Replace current VTR sessions with sessions to state
<b>Loosan</b>	Create mental health report for Douglas County Attorney
<b>San Antonio</b>	Rewrite of the special assessments system
<b>San Antonio Ancillary</b>	Rewrite ancillary systems for special assessments

# Staff Credits

Phil Alley.....	Client Manager	Beth Laakso.....	Computer Ops Supervisor
Gary Anderson.....	Systems Analyst	Terry Lane.....	Business Manager
Derrick Ball.....	Lead PC Specialist	Lori Lemmers.....	Finance Specialist I
Joe Boardman.....	Computer Ops Supervisor	Mary Lincoln.....	Clerk
Jim Boelter.....	Computer Operator	Philip Luczynski.....	Applications Analyst
James Braley.....	Senior Systems Analyst	Barry Maher.....	Director, Operations
David Britton.....	PC Specialist	Aaron Manning.....	Programmer Analyst
Scott Carmichael.....	Network Administrator	Deb McKinney.....	Network Administrator
Saundra Clarke.....	Training Specialist	LaTisha Mecseji.....	PC Specialist
Regina Dale.....	Training Specialist	Troy Nelson.....	PC Specialist
Dee Danielle.....	Computer Ops Supervisor	Paul Nickel, Jr.....	Systems Analyst
Maureen Dasovic.....	Programmer Analyst	Wayne Novak.....	Network Administrator
Michael Dasovic.....	Computer Ops Supervisor	Tom Olson.....	Client Manager
Rupesh Dhakal.....	Programmer	Chin Ong.....	PC Specialist
Evelyn Dillard.....	Network Administrator	Michelle Orduna.....	Computer Operator
Ron Dobbins.....	Senior Systems Analyst	James Overton III.....	Network Administrator
Jim Dolinski.....	Programmer Analyst	Sanjeev Pant.....	Programmer Analyst
Dan Donlan.....	PC Specialist	Michael Parkinson.....	PC Specialist
Evelyn Dunaway.....	Controls Supervisor	Randall Petersen.....	PC Specialist
Chris Edwards.....	Network Administrator	Michael Pitt.....	Network Administrator
Pete Evans.....	Programmer Analyst	Dennis Podjenski.....	Senior Systems Analyst
Tom Evans.....	Senior Systems Analyst	Mani Ponniah.....	Client Manager
Catherine Feltych.....	Asst Manager, Network Services	Chad Poole.....	Information Services Manager
Joseph Franco.....	Systems Analyst	Walter Primachenko.....	PC Specialist
Joe Fuccio.....	PC Specialist	Denise Reed.....	Senior Systems Analyst
Bob Fuhr.....	Computer Operator	Roger Reese.....	Database Manager
Ed Goebig.....	Programmer Analyst	George Rezac.....	Applications Analyst
Ed Goldsmith.....	PC Specialist	Scott Russmann.....	Programmer Analyst
Mark Gradel.....	Client Support Manager	Dennis Ryan.....	PC Specialist
Denise Green.....	Client Manager	Shelly Schuler.....	Asst Manager, Data Center
Carrie Guinn.....	Information Services Manager	Edy Shaw.....	Programmer Analyst
Jason Haines.....	Lead PC Specialist	John Simoens.....	Computer Operator
Austin Harmon.....	Computer Operator	Duane Skaff.....	Information Services Manager
Kara Hawkins.....	Applications Analyst	Steven Smith.....	PC Specialist
James Hay.....	Programmer Analyst	Ed Snitily.....	Systems Manager
Arline Henni.....	Data Entry Operator	Michael Soukup.....	PC Specialist
Tony Herrera.....	PC Specialist	Victor Stannish.....	CEO/CIO
Kevin Higgins.....	Infrastructure Manager	Charles Steiner.....	Systems Analyst
Dia Hilton.....	PC Specialist	Kathleen Stewart.....	Systems Analyst
Paul Hodgson.....	Programmer Analyst	Erik Stufft.....	Finance Specialist II
Monty Hopkins.....	Network Administrator	Tracy Svevad.....	Director, Client Services
James Houlihan.....	Computer Operator	John Swiercek.....	Systems Analyst
Karen Hradec.....	Computer Operator	Larry Terry.....	PC Specialist
Ella Hudson.....	Operations Technician	Bonnie Urbanek.....	Computer Operator
Deanna Hughes.....	Client Manager	Kalpna Venkatesh.....	Senior Systems Analyst
Sherry Huston.....	Programmer Analyst	Stephen Visek.....	Systems Administrator
Paul Johnson.....	Lead PC Specialist	Bill Watsabaugh.....	Programmer Analyst
Shelley Jones.....	Operations Technician	Ron Wells.....	Technical Project Manager
Shawn Keenan.....	Senior Systems Analyst	Nicole Wendle.....	Human Resources
Steve Klein.....	Programmer Analyst	David West.....	Programmer Analyst
Theresa Knott.....	Systems Analyst	Mary West.....	Senior Systems Analyst
Kate Koestner.....	PC Specialist	Jo Williams.....	Telephone Systems Coordinator
Kris Kolesnick.....	PC Specialist	Dallas Willis.....	Service Desk Supervisor
Sharon Kramer.....	Programmer Analyst	Steve Zimmerman.....	Client Manager
Vince Kuhl.....	Network Administrator	Donna Zwiegel.....	Information Services Manager