

ANNUAL REPORT 2007



January 31, 2008



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2007 Douglas Omaha Technology Commission (DOT.Comm)

January 31, 2008

Another year has quickly passed as the transition of technology services from Douglas County and the City of Omaha to DOT.Comm continues. Most all will agree that change never seems to be an easy process but all recognize that the absence of change is stagnation and in technology, if you stay the same, you fall further behind.



2007 witnessed changes in our Board of Directors and an increased emphasis to address the foundational, infrastructure and financial issues needed to strengthen the organization and improve the services it provides to the City, the County and the citizens we serve.

It is humbly overwhelming to recognize the hard work and continual contributions of the DOT.Comm staff. These men and women are dedicated to supporting our customers and work tirelessly to provide the information technology services required by the City and the County. In addition to the on-going and day to day business detailed in this report, the interlocal provision for the transition of loaned employees was completed, an IT Base Services Definition and services portfolio was developed, an initial Disaster Recovery Assessment was completed, a Project Tracking System was implemented, a Fire Suppression System was installed, information backup was improved, equipment inventories were performed, performance measurements were started and over 50 Customer Projects were implemented.

Our efforts to communicate news and status were increased. We changed our Board Meetings from quarterly to monthly, we initiated regular status briefings to the Mayor and his cabinet, the Omaha City Council and the Douglas County Board of Commissioners and we now publish a bi-monthly newsletter (...The rest of the News).

DOT.Comm marked its five year anniversary on January 2, 2008 and, while the organization has come far, there is much more in front of us than there was behind us.

As we go forward into 2008 and beyond, our mission becomes increasingly clear, change is in the air and the need for collaboration, consolidation, and cooperation seems apparent. When Edwin L. Artzt, Chairman, Proctor & Gamble was asked when he was banking on things getting better, he responded "I'm not banking on things getting better; I'm banking on us getting better". For DOT.Comm also, we can not wait (or expect) for things to get better.

While our name states technology, our business is really customer service which uses the technology to deliver and improve upon the service. Technology is not the driver, it is not the goal but it is the enabler. If we enable our customers to provide better, faster and more effective ways to deliver services to the citizens, we all succeed.

All recognize that the cliché ‘do more with less’ is mathematically impossible, however, any notion that we can do the same and still be successful is equally impossible.

The E-Payment initiatives recently started by the Douglas County Treasurer sets the tone for how technology can be used for everyone’s benefit provided we have the willingness to change, the willingness to get better. The combined Citizen Focus Web Page shows how governments can work collaboratively to improve the services they deliver for their citizens. These are just a beginning.

In 2008 we will continue the planning process and start to implement the changes and improvements already identified. We will begin using an improved billing format to more specifically show where the money is being spent; we will begin paying down our negative fund balance and improving our liquidity; we will be implementing a disaster recovery capability; and we will develop programs to help us retain and attract the staff needed to support our mission...to provide ongoing innovative technological solutions and services for all our customers.

I am honored to be the DOT.Comm CIO in 2008 and will work hard to provide honest leadership for our organization. Thank you for reading our annual report. This is our year.

Sincerely,

A handwritten signature in black ink, appearing to read "Victor E. Stannish". The signature is fluid and cursive, with the first name being the most prominent.

Victor E. Stannish
Chief Information Officer

2007 DOT.Comm Board of Directors and Committees

DOT.Comm Board of Directors

Chairperson - Verlyn Kroon, Division Manager of Information Technology, OPPD
Vice Chairperson – Angelo Privetera, VP and Director of Information Services, HDR
Douglas County Representative – Mary Ann Borgeson, Douglas County Commissioner
Douglas County Representative – Marty Bilek, Chief Deputy to the Douglas County Sheriff
Omaha Representative – Don Thorson, Deputy Chief of Staff to the Mayor of Omaha
Omaha Representative – Dan Welch, City Council President
Citizen Member – Duffy Boyle, West Corporation (replaced Scott Pettit, AIM Institute)

The Board of Directors normally meets quarterly to oversee DOT.Comm performance, direct their Committees, and address the topics and issues brought before it.



Citizen Member
Duffy Boyle



2007 DOT.Comm Board of Directors

From left: Commissioner Borgeson, Dan Welch, Angelo Privetera, Scott Pettit, Don Thorson, Marty Bilek, Verlyn Kroon

User Committee

Dr. Adi Pour - Chair

Carol Ebdon - Vice Chair

Diane Brock - Secretary

Tom Cavanaugh

Mark Conrey

Russ Horine

Kathleen Kelley

Rivkah Sass

Roger Scheiding

Bob Stubbe

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 DOT.Comm with feedback and guidance regarding projects and service related issues.

Finance Committee

Mary Ann Borgeson, Chair
Carol Ebdon
Dale Kreher
Verlyn Kroon
Barry Maher

Vic Stannish
Tracy Svevad
Don Thorson
Steve Walker

The Finance Committee meets monthly, reviews financial activities including cash flow, large contracts/expenditures, budget variance, and provides DOT.Comm with overall financial guidance and control.

Human Resources & Compensation Committee

Don Thorson – Chair
Marty Bilek
Duffy Boyle
Bernard in den Bosch

Paul Johnson
Vic Stannish
Nicole Wendle

This committee meets monthly to provide guidance and feedback regarding employment policies, employee surveys, compensation, benefits planning and general HR functions.

Nominating & Governance Committee

Dan Welch, Chair
Marty Bilek
James Dowding

Angelo Privetera
Vic Stannish

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 meets as required to address governance issues, CIO performance & evaluation, and amendments to the By-Laws.

Technology & Planning Committee

Verlyn Kroon, Chair
Duffy Boyle
Barry Maher

Angelo Privetera
Vic Stannish
Tracy Svevad

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 at DOT.Comm.

Client Services

Tracy Svevad

Client Services provides Service Desk Support, Desktop Device Support, Desktop Application Training, Telephone Support, Network Services, and Client Management Services to our customers.

Service Desk



The Service Desk is staffed by 3-4 DOT.Comm team members. These individuals are responsible for answering the Service Desk phone, voicemail, and email. During 2007, this group answered 27,627 telephone calls and 16,329 emails. On average, this equates to 845 requests for service per week. This group obviously keeps very busy responding to each request in a timely and professional manner.

The Service Desk staff enters customer requests for service into an electronic work order application. Requests for service are typically categorized into either a Request or a Change Order. A chart of the quarterly Request volume is shown below (Figure 1). Requests are typically problems or issues with a PC, user account, application or database. Requests are considered break/fix customer requests (i.e., the field on my screen does not allow me to enter the data, my PC is making a loud noise, my monitor went blank, I have lost my connection to the network, etc.) The total number of Requests for 2007 is 18,079.



Figure 1

As the requests for service are entered into the system, the Service Desk tries to complete as many requests as they can without transferring the ticket to another DOT.Comm technician/analyst (called First Call Resolution). Completing as many customer requests without having to assign it to another DOT.Comm resource is an objective of the Service Desk. The First Call Resolution rate for 2007 is 32.9%.

DOT.Comm also categorizes customer requests for service as Change Orders. Change Orders are typically service requests for moves, adds and changes (i.e., install a new PC, create/delete a user account, create a report, change the layout of a screen, add a new field, etc.) The total count of Change Orders (see Figure 2 below) is reflective of the total volume of work requests received by our customers. All areas within DOT.Comm work on Change Orders which includes Desktop Support, Network Services, Business Applications and Operations. Completed Change Orders for 2007 equal 11,267 which is up from 2006 by approximately 28% (8,812 completed in 2006).



Figure 2

The DOT.Comm Service Desk sends out notifications of service outages. Below is a chart that shows the number of outages documented during 2007. DOT.Comm categorizes outages into three groups.

- Unplanned Minor Outages: Service disruptions that impact a small group of customers or a single department/agency.
- Unplanned Major Outages: Service disruptions that impact a large group of customers such as multiple departments or the entire enterprise.
- Planned Outages: Scheduled outages in which DOT.Comm notifies our customers in advance of the actual outage.

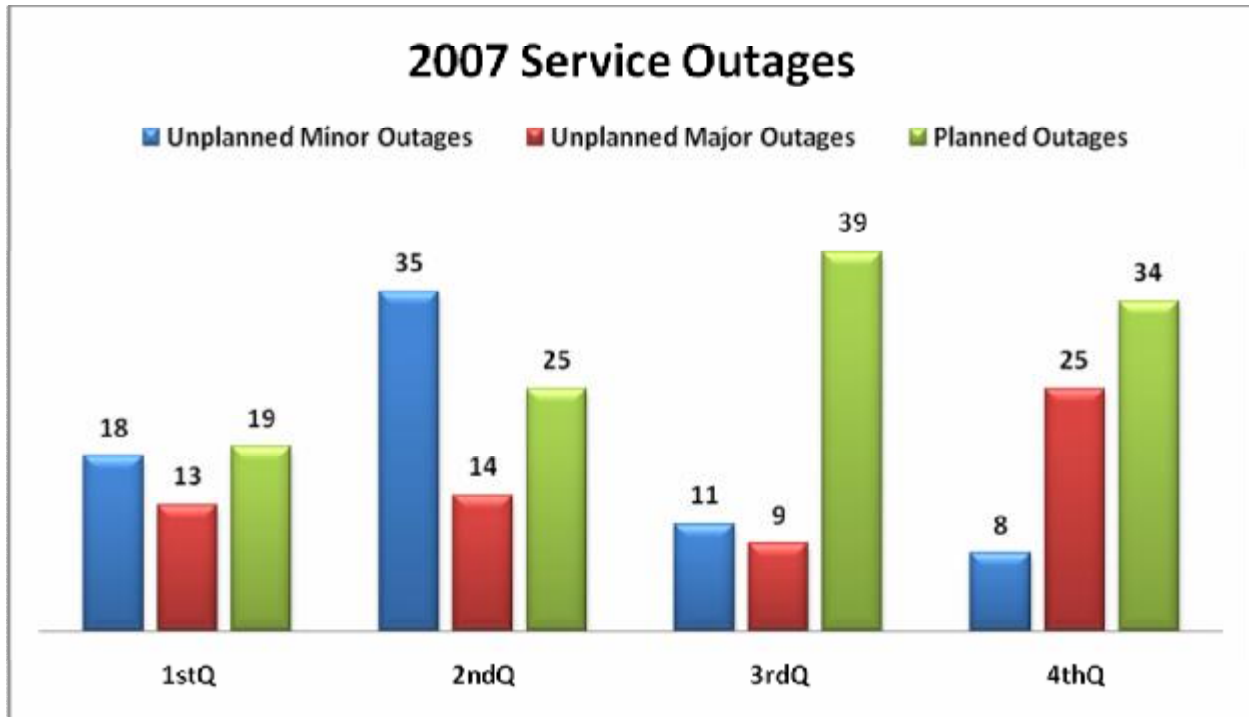


Figure 3

Figure 3 above shows the number of outages in each quarter of 2007. DOT.Comm documented a total of 72 major unplanned outages. Of those outages, 47% were related to the failing (and unsupported) exchange environment in the City of Omaha. DOT.Comm also uses 3rd party vendors to provide data communication services. Vendor issues contributed to 24 of the total number of minor and major outages.

Customer Support



The Customer Support section provides daily service for end-user devices. We support hardware and software for PC's, laptops, printers, scanners, PDA's, smart phones, fax machines, and other misc. technology tools. The total number of devices supported is approximately 3,500. These devices are located in facilities across the

geographic area has increased to include Elkhorn and will expand in 2008 to include the new Saddlebrook Omaha Public Library and Recreation Center in the northwest part of the City. DOT.Comm employs 17 PC Specialists that are proud to provide support to over 5,000 City and County users.

Highlights of 2007

- 500+ new PC's configured and deployed
- 58,000 Pounds of surplus equipment removed from customer locations and recycled
- Project Acheson: The City Prosecutor lacked the funding to purchase new PC's for their staff. DOT.Comm provided 10 used PC's which replaced PC's that were end of life



- Project Ackley: The Omaha Public Library signed a new lease for 173 new PC's. The PC's were configured and installed over the summer of 2007. The PC's that were removed were reconfigured and deployed to several City and County departments
- City Finance Remodel: Our Client Support staff assisted with moving and installing PC's and printers as the City Finance Department remodeled their offices

Telephone Support



The Telephone Support section of Client Services is a team of four individuals. This group is responsible for the moves, adds and changes for telephone service requests (includes both landlines and wireless). The Telephone Support staff works with customers to plan and implement office remodels and office building moves. The staff also coordinates with customers any enhanced requirements for telephone service and functionality. The number of landlines supported by this group is over

5,000 and the number of wireless lines supported is over 600. During 2007, this group took over the day-to-day support of all wireless phones.

Highlights of 2007

- 1,218 requests for service for landlines/devices
- 416 requests for service on cellular devices
- 238 requests for voice/data cable runs

Network Services

The Network Services team works to ensure that the network is up and operational during all hours of operation for the City and County. The enterprise network is made up of approximately 50 different facilities all of which have data communication circuits which are monitored and managed by this team. The team also maintains and provides backup services for all data servers administered by DOT.Comm. Servers are distributed in over 30 locations across the City and County.

Email, which has clearly become a mission critical application is also maintained by this team. The enterprise email system has approximately 5,000 user mailboxes. The email system is protected with anti-virus software and a third party SPAM management solution. Over 90% of the incoming mail is considered SPAM and removed by the SPAM management provider.



Highlights of 2007

- 723 New user accounts created
- Project Granjean: Upgrade the Omaha Public Library network to provide additional network bandwidth and decentralized Internet access. The project also included wireless hot spots at each Library branch.
- Project Hutchins: The Douglas County Health Center required the implementation of new time clocks. The network team worked with Health Center to upgrade the network equipment and install the time clocks.
- Project Wetzel: The Douglas Omaha Public Building Commission requested DOT.Comm to configure and install wireless hot spots in the Civic Center. Citizens can now access the Internet from the Harney Level Café, the Farnam cafeteria and the Legislative Chambers.

Client Management

Client Managers are assigned to work directly with customers. Each Client Manager is assigned to specific customers and works to resolve service issues, provide solutions to customer requests, and to plan for future technology requirements. Client Managers work closely with our customers learning their business and processes.



Client Managers, along with many DOT.Comm staff, work on projects for customers. The Client Manager plays a key role in the definition of those projects, management and execution of the projects, and closing the project once the customer deliverables have been met. At the end of each project, the Client Manager requests that our customers complete a Post Project Satisfaction Survey. During 2007, 18 questionnaires were completed and returned by customers. Figure 4 below shows the results.

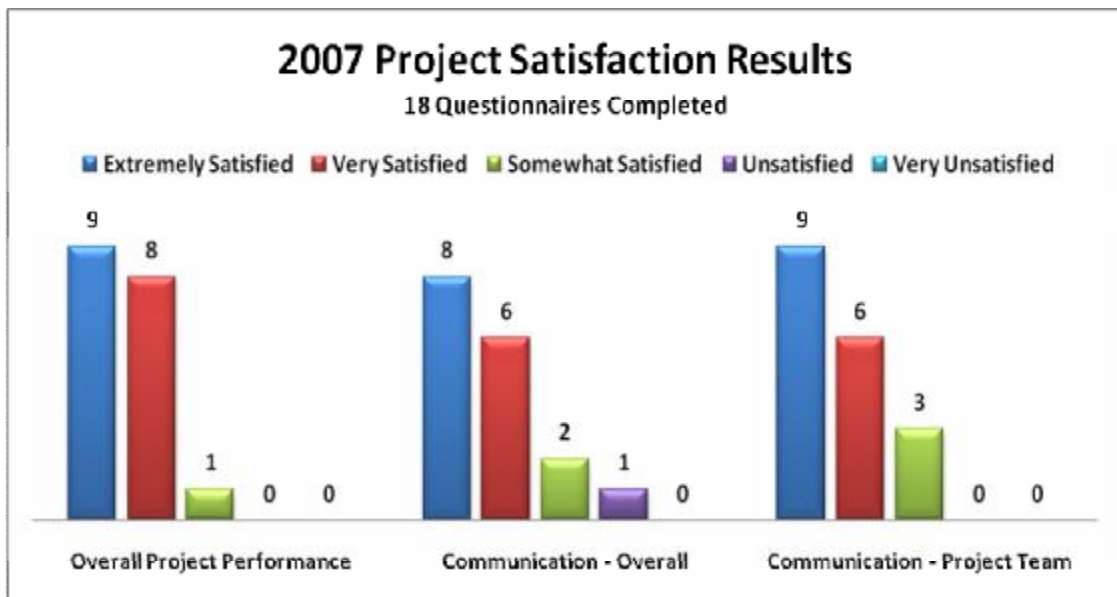


Figure 4

The survey results also indicate that DOT.Comm scored a 9.1 out of 10 for our knowledge of the business needs for the project. Of the 18 questionnaires returned, all but one stated that the delivered product performed as described in the requirements.

Highlights of 2007

- Project Gabe: The current imaging application used by many County departments requires additional functionality and requires upgraded hardware to meet
- The City requested assistance from DOT.Comm to write, publish and evaluate vendors to provide a time and attendance application. During 2007, this process was completed and a contract was negotiated. With significant effort and teamwork, the City was able to save approximately \$200,000 from the original proposed cost.
- Project Blumberg: 2007 provided a real challenge during the Board of Equalization process. A record number of valuation increases produced a record number of appeals. DOT.Comm worked with County Administration and the County Clerk to provide the necessary services and support required to handle the increased number of calls and citizens appeals.
- DOT.Comm was called upon to coordinate and provide support for all voice and data communications for the 2007 College World Series. DOT.Comm's Network, Client Support and Telephone support teams worked diligently to provide those services. DOT.Comm also provided on-site support during all hours that media and NCAA staff were on site – this amounted to approximately 180 hours of support during the 10 day period. DOT.Comm was very pleased to perform at a level the City of Omaha could be proud.
- Project Ohain: DOT.Comm participated in the opening of the Douglas County Criminal Justice Center. Voice and data communications were required for the new facility and Client Support provided support when staff moved in.

Operations

Barry Maher

DOT.Comm's Operations division includes business application teams responsible for supporting a wide range of customer business processes through custom and commercial application software, systems staff responsible for the availability of DOT.Comm's computing platforms, and operators who provide around the clock staffing for DOT.Comm's Network Operations Center. Work in Operations consists of service tickets, projects, and ongoing production activities to support the information processing needs of the City and County. The determination of whether a work request should be handled as a project or a service ticket is made based on the scope and complexity of effort required. Projects typically require more planning as well as more participation and decision making on the part of the customer. Managers and staff in Operations strive to engage customers and facilitate effective decisions throughout the lifecycle of each project.

Project Tracking and Reporting

Last year, DOT.Comm continued to develop its project management capabilities by deploying a project tracking application. Developed by DOT.Comm's web services team, this application is used to store and report on key information about every DOT.Comm project. Project information is captured as early as possible in the project lifecycle, when projects are classified as opportunities. All project opportunities are reviewed prior to the commitment of resources, and all customer facing projects are accompanied by professional services proposals describing the project deliverables, timeline, and any additional costs. Project activity reports, designed based on input from the DOT.Comm user committee, are provided regularly to DOT.Comm's finance, technology, and user committees.

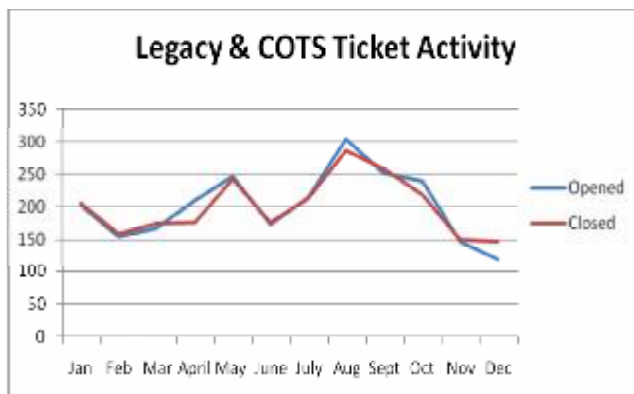
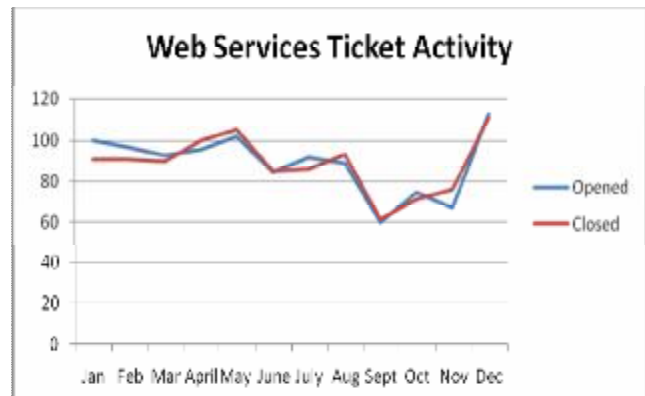
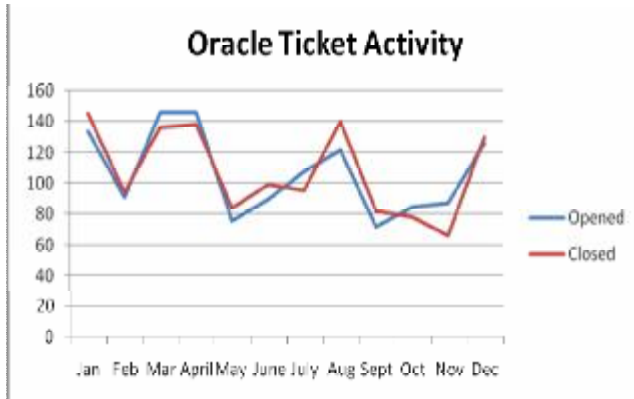


Projects that affect the entire enterprise of City and County users are brought to the attention of the user committee prior to approval and scheduling. As of December 31, DOT.Comm closed 55 projects in 2007, with five additional projects deployed and awaiting close. Operations teams work closely with DOT.Comm client managers to plan, schedule, and deliver customer facing projects.

Project management responsibilities are assigned either to client managers or operations managers depending on the specific deliverables and staffing requirements of each project. You will find highlights of a number of customer facing projects described in the Client Services section of this report.

Service Tickets

Work that is not completed through project activities is logged, managed, and tracked through service tickets. Monthly service ticket activity is shown in the charts below for the principal service areas making up Business Applications. These charts show that the rate of ticket closure is closely paralleling tickets opened in each of the major service areas, despite variable workloads over the course of the year. Altogether, 4,760 service tickets were closed by Business Applications in 2007.



Software Release Management

In August 2006, a new procedure was implemented to log and document changes applied to production software applications by DOT.Comm staff. The table below shows monthly totals since this procedure was implemented. In 2007, 1,291 releases were logged.

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2006								52	90	229	103	89
2007	135	130	137	104	106	146	81	76	95	76	82	123

Production Activities

In addition to activities associated with projects and service tickets, Operations performs a number of functions in support of City and County business processes. These activities are performed by data center operators. In 2007, operators mounted over 171,000 tape cartridges in support of nightly cycle batch processing, data requests, and the generation of backup data for offsite storage. Operators also delivered 146 million lines of printed output for City and County departments, and monitored the execution of over 180,000 batch jobs in the legacy mainframe environment.



Upgrades and Improvements

In November of 2007, DOT.Comm completed installation of a comprehensive fire suppression system in its Network Operations Center. This installation uses a state of the art chemical agent that is safe for both staff and equipment.

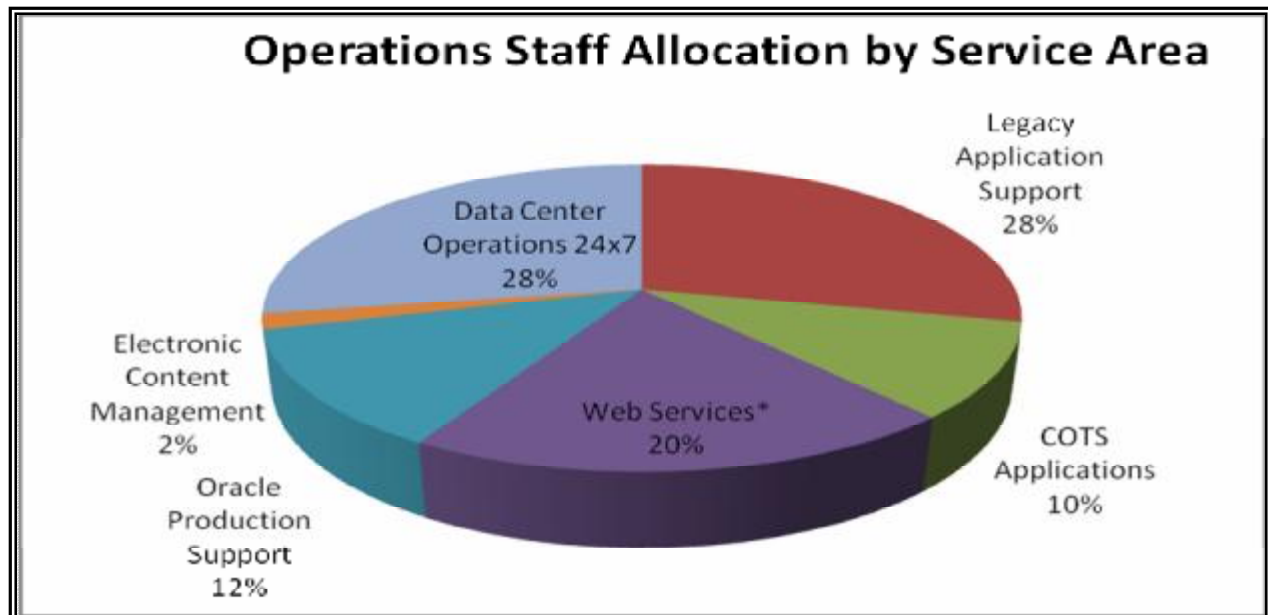


Operations by the Numbers

Applications, Services, and Activities

Business Applications service tickets closed in 2007	4,760
Legacy applications	180
Commercial 'off the shelf' (COTS) applications, including Oracle	80
Legacy 'green screens'	1,898
Active legacy programs	3,003
IMS data stores	956
DB2 data stores	169
Web applications	9
Web sites	40
Web pages	14,500
Servers	231
Production software modifications in 2007	1,291
Data cartridges mounted by operators	171,405
Report lines printed	146 million
Data center batch jobs executed	180,140

Staff Allocation by Service Area



The Year Ahead

2008 presents many of the same challenges faced in 2007. Capital improvements and technology initiatives have been identified as part of a process to develop and implement a technology planning process built around a five year forecast of what will be required to effectively meet the technology needs of the City, the County, and the citizens they serve. Some of these initiatives address the need to replace and upgrade end-of-life equipment for electrical power distribution and failover, as well as additional spending to develop needed capabilities in support of disaster recovery.

Major customer initiatives include the completion of an 18 month effort to expand the citation number field. This project, representing over 6,000 hours of planning, analysis, software modification, and testing, has required the alteration of dozens of databases and hundreds of programs used throughout the criminal justice and law enforcement user community. Completion of the final phase of this project is scheduled for February 2008. The initial rollout of a new web based jail management system for Douglas County Corrections is planned for second quarter 2008. Work has begun on a citizen focused design update for City and County external websites. The goal of this initiative will be to make it easier for citizens to access web based services and information from the departments and offices of the City and County.

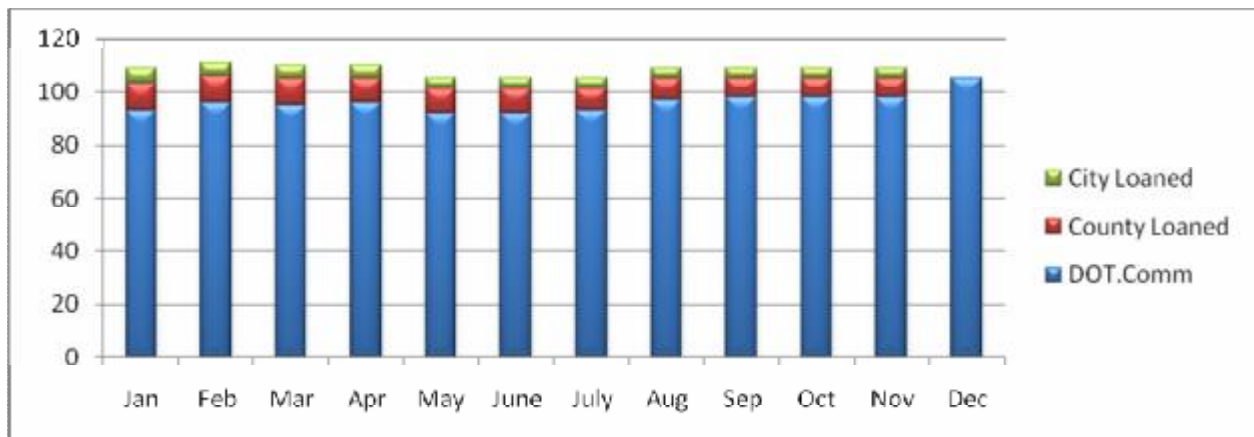
Operations staff at DOT.Comm are working hard to meet the changing and growing demands of the City and County, and to provide consistent, high quality technology support for critical business processes and citizen services.

Human Resources

Nicole Wendle

The DOT.Comm Human Resources Department is committed to exceeding our customers' expectations. Our goals are to emphasize that our employees are our most valuable asset and provide excellent customer service. Our core values are honesty and integrity, teamwork and respect, and a positive customer focus. We strive to treat others with respect and consistency. We value maintaining positive relationships throughout the organization, and we continually respond to the company's growing and changing needs.

In 2007 we prepared for the remaining loaned employees to transfer to DOT.Comm. We did so by creating and implementing a plan in order to give the loaned employees an ample amount of time to prepare for the expiration.



Highlights of 2007

- 7 County and 4 City loaned employees transferred to DOT.Comm
- Began a comprehensive initiative to reevaluate our job descriptions. This is scheduled for completion in 2008
- Conducted our third annual employee survey and developed a corresponding action plan
- Updated 11 policies and created 1 new policy to ensure better business practices
- Successfully negotiated a long term disability plan and scheduled a January 1, 2008 implementation
- The Employee Relations Committee planned and hosted 13 events in an attempt to promote a positive environment.

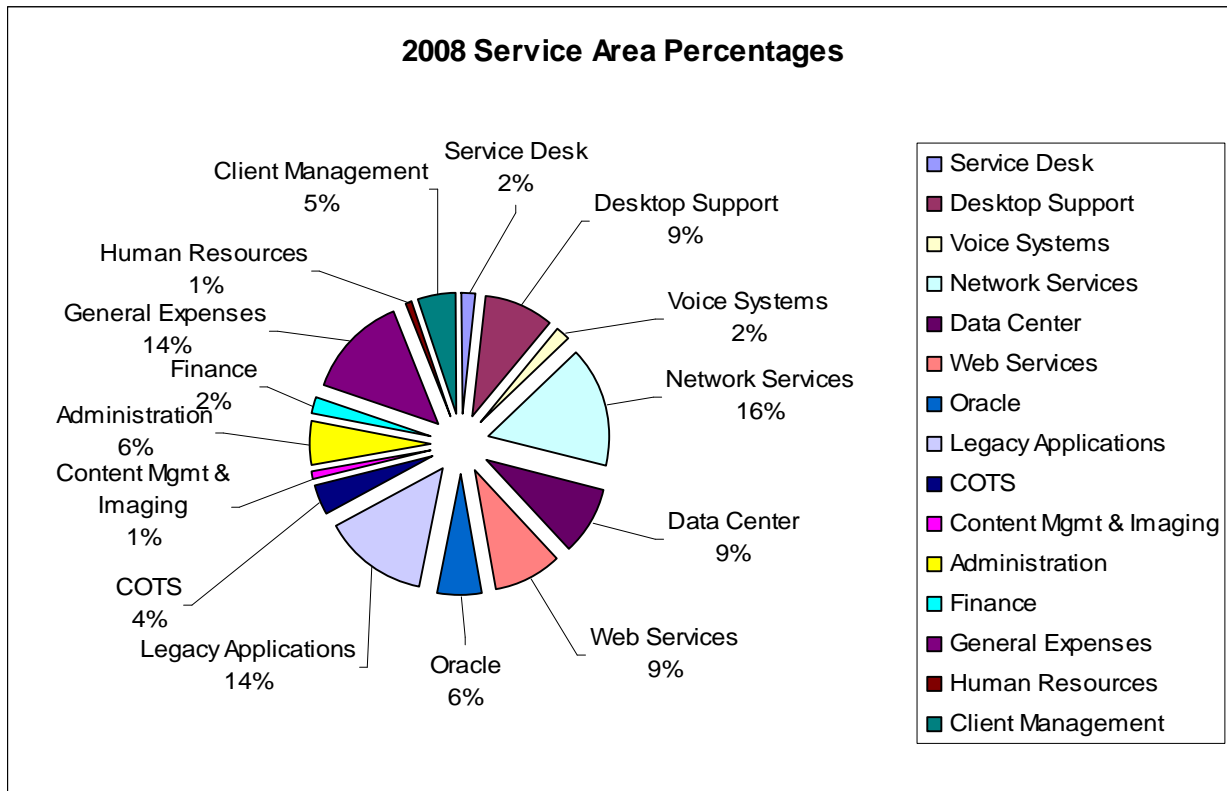
Finance

Dale Kreher

The DOT.Comm Finance Department is responsible for supporting the accounting functions and providing the associated reports. These functions include general accounting, budgeting and variance reporting, expense tracking, accounts receivable and accounts payable. The Finance Department has been working on updating purchasing policies and procedures, as well as travel and expense reimbursement policies and procedures.

Highlights of 2007

- More understandable and concise Financial Statements were developed.
- Two internal audits were completed in 2007 and our external audit provided a “clean” opinion.
- Bank accounts were consolidated and a new interest bearing account was established.
- Service areas were defined and budget allocations assigned to each. Please see the chart below for a detailed summary of these Service areas and allocations, which includes all personnel, technology and general expenses.



2007 Un-audited Financial Report

The DOT.Comm Board of Directors has hired an outside auditing firm, Hayes & Associates to conduct an external audit for fiscal year 2007. Results of that audit will be made available upon completion of the audit.

2007 Account	12 Month YTD Actual	12 Month YTD Budget	Variance to YTD Budget over/(under) Budget
Revenue			
Base Services	10,137,073	10,107,479	29,594
Oracle Hosting	619,938	619,938	0
Professional Fees	87,000	87,000	0
City/County Capital Equipment	150,000	150,000	0
Passthrough City/County	924,426	0	924,426
CPAN	432,149	444,000	(11,851)
Grant Revenue	90,952	0	90,952
Interest Earned	13,757	0	13,757
Other	19,381	21,600	(2,219)
Total Revenue	12,474,676	11,430,017	1,044,659
Expenses			
Payroll classified regular	6,275,303	6,379,803	104,500
Pension employer contribution	417,457	361,440	(56,017)
Social Security & Medicare	469,056	476,855	7,799
Health & Accident Insurance	854,793	863,232	8,439
Life insurance	14,966	16,500	1,534
Worker's compensation	2,468	15,000	12,532
Unemployment Insurance	12,312	33,000	20,688
Information Technology Contracted Services	159,755	81,500	(78,255)
Maintenance contract	1,223,390	986,508	(236,882)
Rent office equipment	79,054	97,560	18,506
Data communications (WAN & LAN)	712,517	695,004	(17,513)
Computer parts, s/w, access <500	76,414	78,212	1,798
Computer parts, s/w, access >500	34,641	0	(34,641)
Micro Computers & Accessories <5000	24,341	34,328	9,987
Micro Computers & Accessories >5000	60,947	95,000	34,053
Computer Equipment	0	20,000	20,000
Auto allowance regular	25,413	12,200	(13,213)
Advertising	1,287	250	(1,037)
Postage and handling	941	800	(141)
Professional fees - other	83,510	55,000	(28,510)
M&R - Office bldg equipment	6,924	10,180	3,256
Maintenance & Repair - other	24,069	22,968	(1,101)
Rent land, buildings	26	0	(26)
Parking	624	1,000	376
General utilities	1,671	1,900	229
Voice communication's service (local & LD)	69,691	58,020	(11,671)
Cellular phone charges	5,786	3,060	(2,726)
Pager services	4,070	4,000	(70)
Liability Insurance	45,554	40,800	(4,754)
Grant Expense	7,425	0	(7,425)
Membership dues	3,032	3,500	468
Training	46,948	42,892	(4,056)
Travel and Expenses	15,726	15,300	(426)
Tuition Reimbursement	510	6,000	5,490
Office supplies	31,708	31,140	(568)
Salvage	11,877	15,000	3,123
Furniture & Fixtures	3,557	4,900	1,343
Other supplies	3,612	1,440	(2,172)
Bad Debt	0	9,000	9,000
Misc.	4,607	6,500	1,893
Interest on notes payable	17,192	2,000	(15,192)
Depreciation	227,576	227,576	0
Oracle Hosting	619,938	619,938	0
City and County Chargebacks	672,807		(672,807)
Imprest Checking*	188,897		(188,897)
Settlement for CIR merit increase*	43,302		(43,302)
Total Expense	12,585,580	11,429,306	(1,156,274)
Net Profit/(Deficit)	(110,905)	711	(111,616)

*Unbudgeted Expenses

Projects Completed in 2007

Ackley	Library Lease 2007 - return 173 PC's under lease agreement
Alcorn	Create a transition web site for Omaha growth.
Alford	Fix statute ID issues in the City Prosecutor's Complaint system
Allen	Pension Committee Website
Altschul	Website for Omaha After School Alliance
Apgar	Add the remaining Douglas County sites to the Public Properties work order application*
Banville	Web Focus report deployment
Bennington	Levy file study and enhancement plus Bennington redevelopment district
Blumberg	Business process support for 2007 Board of Equalization
Brahe	Upgrade 9406-170 AS/400 OS from V5R2 to V5R3 and Content Manager server to version 5.3.
Bundy	RFP project for new Time and Attendance System*
Cartwright	Sheriff's Booking Station at Corrections
Claude	Web enable current real estate tax payment Process.
Copernicus	Extend viewing of Clerk of the District Court imaged documents in Content Manager
Cray	RFP for Inmate Phone System at Douglas County Corrections*
Ferris	Map Packet Writer data into the enhanced incident database
Frobenius	Business process support for Oracle payroll year end processing
Gates	Payroll to AP Interface
Glidden	Install Maintenance Level TPF3 of SyncSort
Granjean	Design and implementation of an upgrade WAN for the Omaha Public Library
Halvorson	Rewrite of the Data Center Forms Inventory application to eliminate unsupported VB6
Hertz	Support CityWorks implementation for Street and Sewer Maintenance
Hotteterre	Upgrade tape library management system to release 11.5
Hutchins	Deploy new time clocks, cabling, and switches at Douglas County Health Center
Huxley	Support implementation of Enterprise GIS server
JABG	Web application for the Juvenile Accountability Block Grant
Jarvik	Changes to the real property application to support state requirements for VIP Historical Preservation
Keenan	Business process support for 2006 property tax billing
Keis	Web site for Omaha Housing Authority
Kelley	Support deployment of Detention Inmate Tracking application
Kellogg	Business process support for 2007 Advertising and Tax Sale
Kepler	Deploy electronic imaging and document retrieval for Probation Office case files

Lake	Business process support for 2007 Homestead applications
Lamarr	Landlord Database
Lloyd	Personal Property to Lockbox
Magie	Support public and media wireless access for the 2007 College World Series*
Mendel	Replace the JABG application and database servers*
Mobile Data	Deploy laptop PC's in OPD squad cars.
Moline	Web application for the Juvenile Assessment Center
Moritz	Upgrade SyncSort to the latest software release
Nasmyth	Relocate the Public Works AVL server to the Engineer's Office
Needle	Develop a Corrections Inmate Billing System Review and Business Requirements Report
Noether	Oracle 2007 HR Family Pack Roll-up software upgrade
Ohain	DOT.Comm support for the new Criminal Justice Center at 17th and Jackson.
Philidor	Upgrade Top Secret security software to release 9.0
Pond	Update the real property system with information from property owners with 2007 Homestead information
Prescott	Packet Writer report distribution from OPD cruisers
Rubin	Upgrade the laboratory software - Quick Req!
Sax	Install release 1.8 of zOS
Shelley	Realware Personal Property Synchronization
Sholes	Job Training and Community Service application
Stetson	Enhancement to the Treasurer's web based tax inquiry application
Stone	VIMS - Veteran Information Management System
Tinkham	Database upgrade to support Douglas County Health Center expansion for fourth room and bed
Tupper	Apply changes to DB2 and Work Load Manager to enable execution of stored procedures
Wes	Website for Register of Deeds featuring include forms, calculator, and sales data
Wetzel	Wireless hotspots in Civic Center.
Wieprecht	Upgrade the AIX operating system to the latest release
Wynne	2007 Real Property Valuation Load
Zuse	Upgrade Telon from Version 4 to Version 5

*Deployment complete; project close pending.

2007 EPIC Award Recipients



January: Ed Goebig

March (from left): Ron Wells and Kara Hawkins

April: Tom Evans

May#1 (from left): Dee Daniel, Karen Hradec and Bonnie Urbanek

May#2 (from left): Austin Harmon, Michael Dasovic, Darla Cassady and John Simoens

June #1 (from left): Shawn Keenan, Deanna Hughes, Todd Thompson, Lori Hedlund, Larri Dickson and Dave Britton

June #2: Dennis Ryan: Not pictured: Sherry Huston and Jim Hay.

July (from left): Dennis Ryan and Vince Kuhl

December #1: Jim Dolinski

December #2 (from left): Ed Snitly, Roger Reese, Todd VanKeuren, Kris Kolesnick, John Simoens. Not pictured: Dan Donlan, Kevin Higgins and Michael Soukup.

Staff Credits

Phil Alley.....	Client Manager	Vince Kuhl.....	Network Administrator
Gary Anderson.....	Systems Analyst	Beth Laakso.....	Computer Ops Supervisor
Denise Austin.....	Administrative Assistant	Terry Lane.....	Business Manager
Joe Boardman.....	Computer Ops Supervisor	Lori Lemmers.....	Accounts Payable Specialist
Jim Boelter.....	Computer Operator	Philip Luczynski.....	Applications Analyst
David Britton.....	Lead PC Specialist	Barry Maher.....	Director, Operations
Scott Carmichael.....	Network Administrator	Aaron Manning.....	Programmer Analyst
Darla Casady.....	Computer Operator	Deb McKinney.....	Network Administrator
Saundra Clarke.....	Training Specialist	Michael McMahon.....	PC Specialist
Regina Dale.....	Training Specialist	Paul Nickel, Jr.....	Systems Analyst
Dee Danielle.....	Computer Ops Supervisor	Tom Olson.....	Client Manager
Maureen Dasovic.....	Programmer Analyst	Chin Ong.....	PC Specialist
Michael Dasovic.....	Computer Ops Supervisor	Michelle Orduna.....	Computer Operator
Rupesh Dhakal.....	Programmer Analyst	James Overton III.....	Network Administrator
Larri Dickson.....	Voice Systems Specialist	Michael Parkinson.....	PC Specialist
Evelyn Dillard.....	Network Administrator	Michael Parrish.....	Client Manager
Ron Dobbins.....	Senior Systems Analyst	Randall Petersen.....	PC Specialist
Jim Dolinski.....	Web Developer II	Dennis Podjenski.....	Senior Systems Analyst
Dan Donlan.....	PC Specialist	Mani Ponniah.....	Client Manager
Evelyn Dunaway.....	Controls Supervisor	Chad Poole.....	Information Services Manager
Pete Evans.....	Systems Analyst	Joseph Poteat.....	PC Specialist
Tom Evans.....	Senior Systems Analyst	Walter Primachenko.....	PC Specialist
Catherine Feltych.....	Asst Manager, Network Services	Denise Reed.....	Senior Systems Analyst
David Fleming.....	Network Administrator	Roger Reese.....	Systems Manager
Joseph Franco.....	Systems Analyst	George Rezac.....	Applications Analyst
Joe Fuccio.....	PC Specialist	Daniel Riley, Jr.....	PC Specialist
Bob Fuhr.....	PC Specialist	Scott Rockwell.....	Network Administrator
Ed Goebig.....	Systems Analyst	Dennis Ryan.....	PC Specialist
Aaron Graddy.....	Web Developer II	Steve Safley.....	PC Specialist
Mark Gradel.....	Client Support Manager	Shelly Schuler.....	Asst Manager, Data Center
Carrie Guinn.....	Information Services Manager	Matt Scott.....	Lead PC Specialist
Jason Haines.....	Network Administrator	Sneha Shah.....	Web Developer II
Margie Hansen.....	Webmaster	Edy Shaw.....	Programmer Analyst
Austin Harmon.....	Computer Operator	John Simoens.....	Computer Operator
James Hay.....	Programmer Analyst	Duane Staff.....	Information Services Manager
Lori Hedlund.....	Voice Systems Coordinator	Ed Snitily.....	Systems Manager
Arline Henni.....	Operations Technician	Jessica Sophir.....	PC Specialist
Kevin Higgins.....	Infrastructure Manager	Michael Soukup.....	PC Specialist
Dia Hilton.....	PC Specialist	Victor Stannish.....	CIO
Paul Hodgson.....	Applications Analyst	Kathleen Stewart.....	Systems Analyst
Monty Hopkins.....	Network Administrator	Erik Stufft.....	Accts Rec. Payroll Specialist
James Houlihan.....	Computer Operator	Tracy Svevad.....	Director, Client Services
Karen Hradec.....	Computer Operator	John Swiercek.....	Systems Analyst
Ella Hudson.....	Operations Technician	Todd Thompson.....	PC Specialist
Deanna Hughes.....	Client Manager	Bonnie Urbanek.....	Computer Operator
Sherry Huston.....	Systems Analyst	Todd VanKeuren.....	PC Specialist
Paul Johnson.....	Service Desk Supervisor	Kalpana Venkatesh.....	Senior Systems Analyst
Shelley Jones.....	Operations Technician	Shankar Vinayaka.....	Senior Systems Analyst
Shawn Keenan.....	Senior Systems Analyst	Stephen Visek.....	Systems Manager
John Kirby.....	PC Specialist	Bill Watsabaugh.....	Systems Analyst
Theresa Knott.....	Senior Systems Analyst	Ron Wells.....	Senior Systems Analyst
Kate Koestner.....	PC Specialist	Nicole Wendle.....	Human Resources Manager
Kris Kolesnick.....	PC Specialist	David West.....	Programmer Analyst
Sharon Kramer.....	Systems Analyst	Mary West.....	Senior Systems Analyst
Dale Kreher.....	Accounting Manager	Steve Zimmerman.....	Client Manager



Scott Pettit
1948 – 2007

Scott Pettit was an innovator, a pioneer, a mentor, our colleague, and our friend. We will miss his passion, his humor, and his vision. While it may be impossible to fill his shoes, we hope to continue down the path he blazed for us. And while he created this path for us, he stopped to smell the roses.

Thank you, Scott