

ANNUAL REPORT 2008



January 31, 2009



Table of Contents

Introduction.....	3
DOT.Comm Board of Directors and Sub-Committees.....	5
Client Services.....	7
Operations.....	12
Human Resources.....	15
Finance.....	16
Projects.....	18
2008 Completed Projects.....	21
2008 Service Award Recipients.....	24
Staff Credits.....	25

2008 Douglas Omaha Technology Commission (DOT.Comm)

January 31, 2009



2008 Senior Team

2008 was witness to another year of dynamic transition as DOT.Comm merges the technology infrastructures for Douglas County and Omaha, Nebraska. This 6th year of DOT.Comm operations marked the completion of the inter-local provision for 'loaned employees' and all staff is now transferred to the single organizational structure and policies.

Throughout 2008, the DOT.Comm staff excelled in developing new technology and providing reliable and economical services for its customers. Dozens of technology projects were completed, hundreds of equipment installations and upgrades were performed and literally thousands of

work request tickets were resolved. A Five Year Technology Plan and Financial Forecast report was developed and approved and sets initial expectations for 2009.

The DOT.Comm Project Tracking System (PTS), initially installed in 2007 to inventory project requests, was upgraded in 2008 and now provides statistical tracking and performance measurement information. New projects are reviewed weekly to ensure that requirements are established and documented. These processes have helped DOT.Comm complete its largest (ever) project which provided expansion for ticket and citation information and required alteration of hundreds of software programs. The email systems for the City and the County were consolidated into a single enterprise application providing uniformity in naming conventions and governance. Douglas County Board of Equalization processes were modernized and the Treasurer's Office implemented on-line payments for real estate taxes. One of our Client Managers, Mike Parrish says – 'let's be on-line, not in-line' and that mantra will serve future applications.

Initial modules of a new corrections management system were deployed, as well as a consolidated fleet management system. Initial planning and development was completed for a combined City and County web portal, with deployment anticipated in the first half of 2009. DOT.Comm established and managed the communications facilities for the 2008 College World Series. Our service areas managed and participated in dozens of department relocations and remodels in addition to providing 24 X 7 computer and network operations support for our customers.

Internal processes were also examined. DOT.Comm's job descriptions and salary structure were updated and organizational changes were made. A current-state disaster recovery plan was developed and set the framework for establishing requirements for a future state. Increased internal and external communications were established and an improved budget and billing process was implemented.

As we enter 2009, the need to increase effectiveness is even more evident. Negative economic conditions at all levels are impacting government operations and are compounded by an aging technology infrastructure. Things are difficult. When Edwin L. Artzt, Chairman, Proctor & Gamble was asked 'when he expected things to get better' he responded "I don't expect things to get better, I expect us to get better". And so we must, all of us.

In 2009, we must establish effective ways to evaluate and prioritize assignments and then establish more consistent and equitable methods for budgeting and billing. Services must be more clearly identified and monitored for compliance. Value must be carefully determined and used to justify expenditures. A no-nonsense approach must be taken to determine 'if the juice is worth the squeeze'.

DOT.Comm is uniquely qualified to take on these challenges. We have the staff in place with both the institutional knowledge of how things work today and vision of how they might work in the future to achieve value and a positive return. We are service providers in the business of government and use technology to provide that service. Above all, we are honest, respect one another and keep focused on the customers, our users and our citizens.

In the following pages, you will see many of the details associated with past successes. You will also see the names of the staff who all contributed to these successes. I am honored to be associated with this team and thank you for reading our 2008 Annual Report.

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

2008

DOT.Comm Board of Directors and Committees

DOT.Comm Board of Directors

Chairperson - Duffy Boyle, A+ Execs, Inc.

Vice Chairperson – Brian Young, CIO, Creighton University

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 – Verlyn Kroon, Division Manager of Information Technology, OPPD

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

User Committee

Carol Ebdon - Chair

Trish Lanphier

Mark Conrey- Vice Chair

Kathleen Kelley

Diane Brock - Secretary

Rivkah Sass

Tom Cavanaugh

Roger Scheiding

David Baker

Bob Stubbe

Dr. Adi Pour

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
Chris Ulven
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
Chris Ulven

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

Verlyn Kroon
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

Brian Young, Chair
Duffy Boyle
Barry Maher
Chris Ulven

Verlyn Kroon
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 2008, this group answered 35,134 telephone calls and 19,920 emails. On average, this equates to 1,059 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. 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 2008 is 21,945.

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 2008 is 40% (up from 33% last year).

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 are 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 2008 equal 12,642 which is up from 2007 by approximately 11% (11,267 completed in 2007).

The DOT.Comm Service Desk sends out notifications of service outages. Below is a chart that shows the number of outages documented during 2008 and a comparison to 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

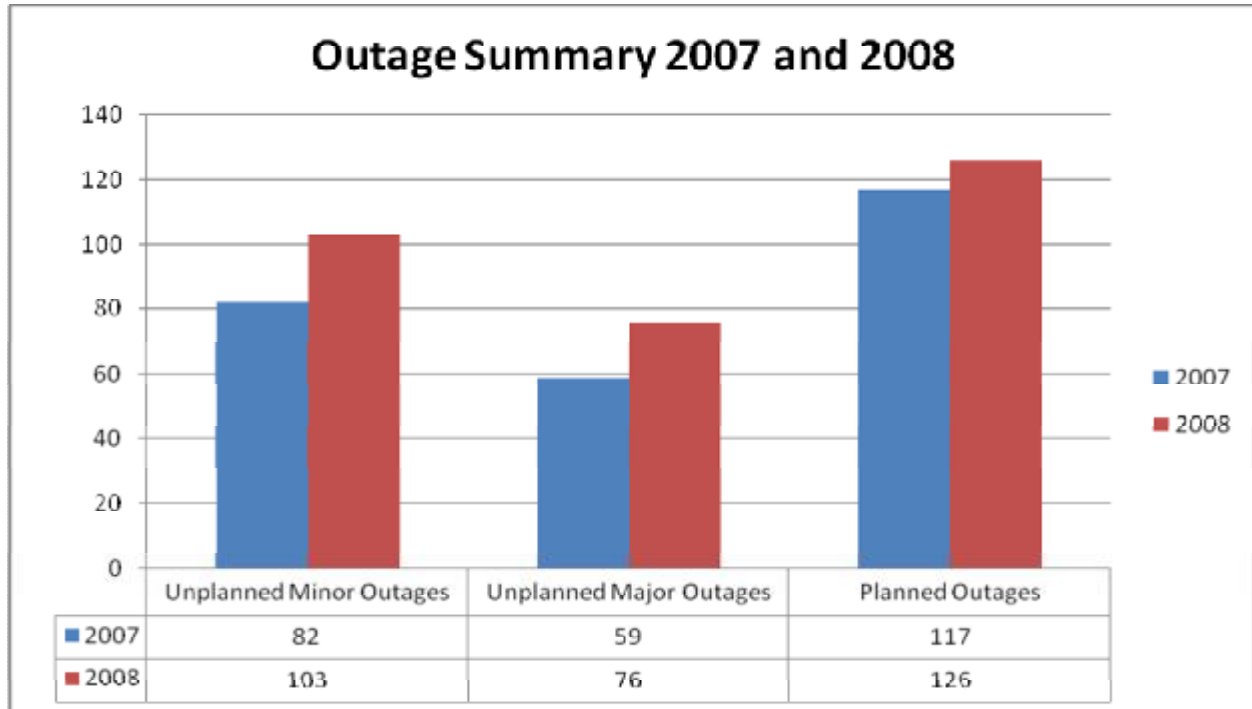


Chart 1

Chart 1 above shows the number of outages in each quarter of 2008. DOT.Comm documented a total of 76 major unplanned outages. The summer of 2008 provided some unique challenges as several storms and tornados produced higher than normal levels of minor outages. July and June accounted for 48% of the total 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 City and County. DOT.Comm employs 18 PC Specialists that are proud to provide support to over 5,000 City and County users.

Highlights of 2008

- 640+ new PC's configured and deployed
- 85,000 Pounds of surplus equipment removed from customer locations and recycled
- The Douglas County Assessor moved out of the Civic Center and into office space in Miracle Hills

- Assisting the Douglas Omaha Public Building Commission with various departmental moves within the Civic Center
- Participated in the opening of the South Omaha/Metro Branch Library

The chart below summarizes the number of tickets completed by this group

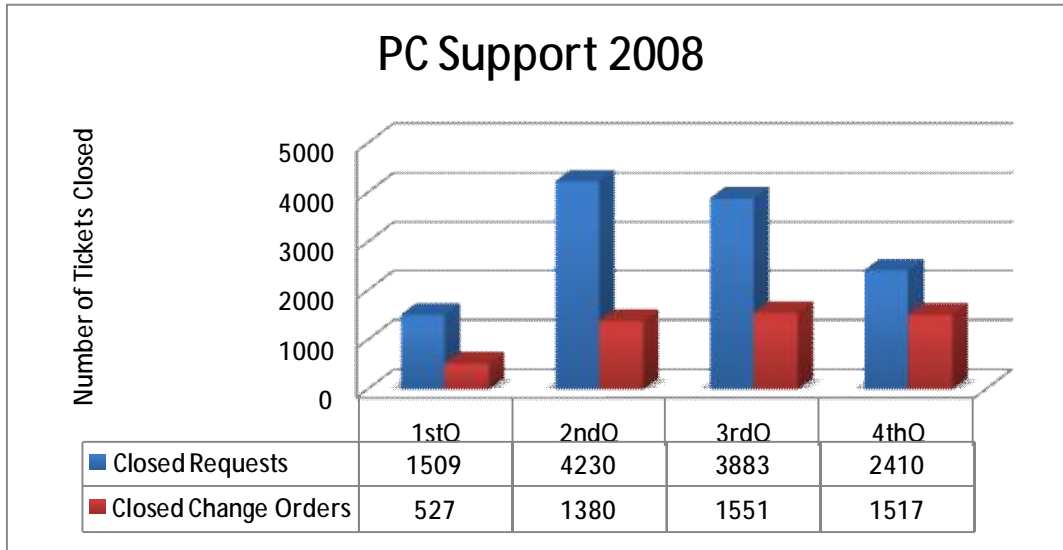


Chart 2

Voice Systems Support

The Voice Systems 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 2008, a position was added to this section that provides additional support in the management and administration of the wireless cellular services. The addition of this position has provided a higher level of service to our customers.

Highlights of 2008

- 1,294 requests for service for landlines/devices
- 370 requests for service on cellular devices
- 195 requests for voice/data cable runs
- An RFP was written and published for new wireless cellular service. The final service agreement will be finalized in early 2008

- Several new telephone systems were researched and purchased in late 2008. The Assessor’s Office, City Public Works – Papio Treatment Plant and Omaha Police Department – TRS required the purchase of an enhanced phone system

The chart below shows the number of work requests this section completed during 2008.

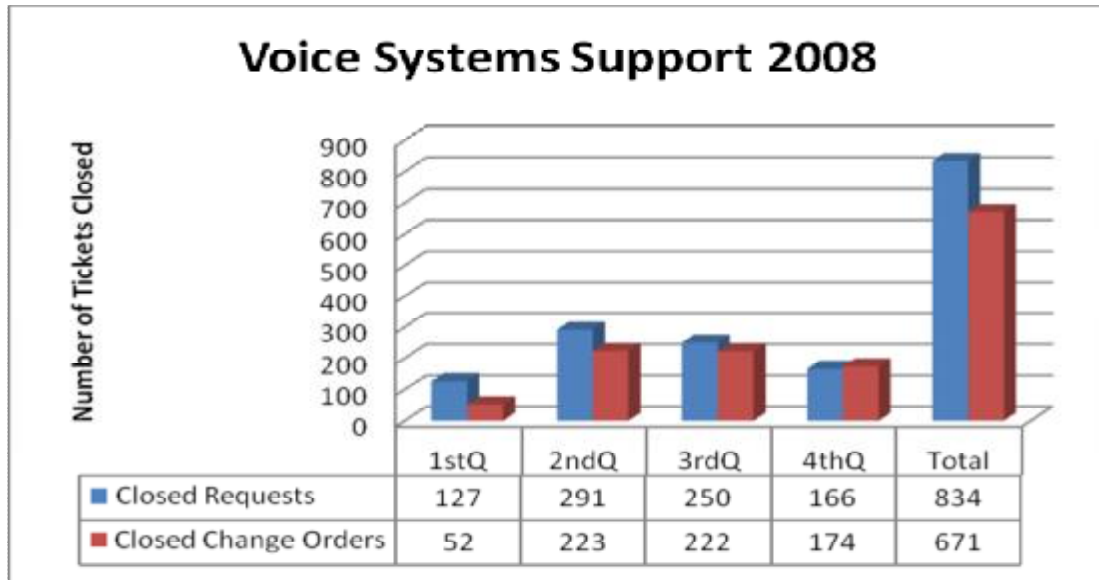


Chart 3

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 servers and application servers. Servers are distributed in over 30 locations across the City and County.

Email, which has clearly become a mission critical application, is managed and administered by this team. During 2007, a performance metric (application availability) was collected and reported on a quarterly basis to the DOT.Comm Board. The average uptime (application availability) from April through December was 99.984%. The enterprise email system has over 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.

The Network Services team took on a new look with Steve Zimmerman as the Network Services Manager. Since early summer, the Network Team has been busily working with Cox Communications to upgrade old, outdated and expensive T1 circuits with scalable Ethernet circuits at almost all remote locations. The Network Team and Cox are working to build an efficient, reliable and redundant wide-area network for all City and County remote sites.

The team has also done a great deal of research to identify a Backup Solution that will replace the unreliable and inefficient tape backup solution, and the expensive managed solution currently utilized.

Along with the new technology, the Network Team continues to create and refine policies and procedures to implement best practices for all networks processes.

The chart below shows the number of work requests this section completed during 2008.

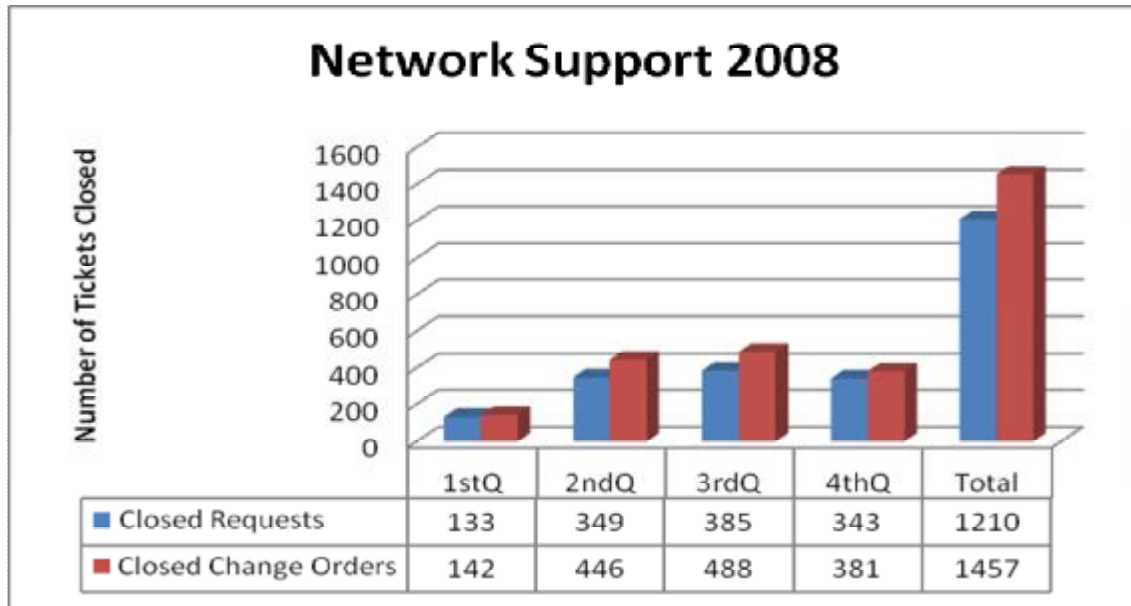


Chart 4

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 2008, 59.2% of completed projects had surveys completed by our customers. The average satisfaction rating for Client Managers was 4.5 (5 being Extremely Satisfied).

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. DOT.Comm completed over 80 projects in 2008; a list of the projects is included at the end of this report.

Service Tickets

Work that is not completed through project activities is logged, managed, and tracked through service tickets. In 2008, 5,785 service tickets were closed by Business Applications in support of applications in legacy, web, Oracle, and commercial applications. This is an increase of 20% over 2007.

Software Release Management

In August 2008, the process used to log, authorize, and document production software changes was upgraded with the implementation of a web based change management application. Use of this application helps DOT.Comm:

- Ensure that all software modification can be traced to a service ticket or project
- Captures release information by application
 - Provides a dynamic repository of release notes for future reference in application management and support
- Provides an audit trail of change review, authorization, and implementation

DOT.Comm's application catalog currently contains 237 business applications, 28 platforms under change management, and a library of nearly 600 application components modified since August 2008. Production software modifications in 2008 showed a 21% increase over the previous year.

Production Software Modifications by Month

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2007	135	130	137	104	106	146	81	76	95	76	82	123	1,291
2008	139	93	65	196	185	76	121	155	154	145	93	150	1,572

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 2008, operators mounted nearly 164,000 tape cartridges in support of nightly cycle batch processing, data requests, and the generation of backup data for offsite storage. Operators also delivered over 137 million lines of printed output for City and County departments, and monitored the execution of over 182,000 batch jobs in the legacy mainframe environment.

Highlights

In December of 2008, DOT.Comm completed its first iteration of a business interruption plan. This plan consists of disaster recovery procedures based on current operational capabilities and will form the basis for ongoing testing as well as initiatives to further develop DOT.Comm's recovery capability.

DOT.Comm signed a contract for hosted content management services. This service will provide enterprise level, web based access to electronic documents, and will provide a significant improvement over the system that it is replacing.

Major customer initiatives included the completion of an 18 month effort to expand the citation number field completed in February. This project, representing over 6,000 hours of planning, analysis, software modification, and testing, required the alteration of dozens of databases and hundreds of programs used throughout the criminal justice and law enforcement user community.

The initial components of a new jail management system for Douglas County Corrections were deployed in the third quarter of 2008. The web based architecture for this system was designed to allow modular deployment of functionality as well as the integration of commercial software products where needed.

Operations by the Numbers

Applications, Services, and Activities	
Business Applications service tickets closed	5,785
Legacy applications supported	155
Commercial 'off the shelf' (COTS) applications supported, including Oracle	51
Legacy 'green screens' supported	1,496
Legacy batch programs supported	2,154
Legacy online programs supported	1,301
Legacy Mark IV reports supported	700
IMS data stores	963
DB2 data stores	343
Web applications	27
Web sites	43
Production software modifications	1,572
Data cartridges mounted by operators	164,976
Report lines printed	137,368,262
Data center batch jobs executed	182,686

The Year Ahead

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.

After nearly a year of planning and upgrading individual department web sites, DOT.Comm is preparing for the deployment of a combined City and County web portal in 2009. The goal of this initiative will be to make it easy 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.

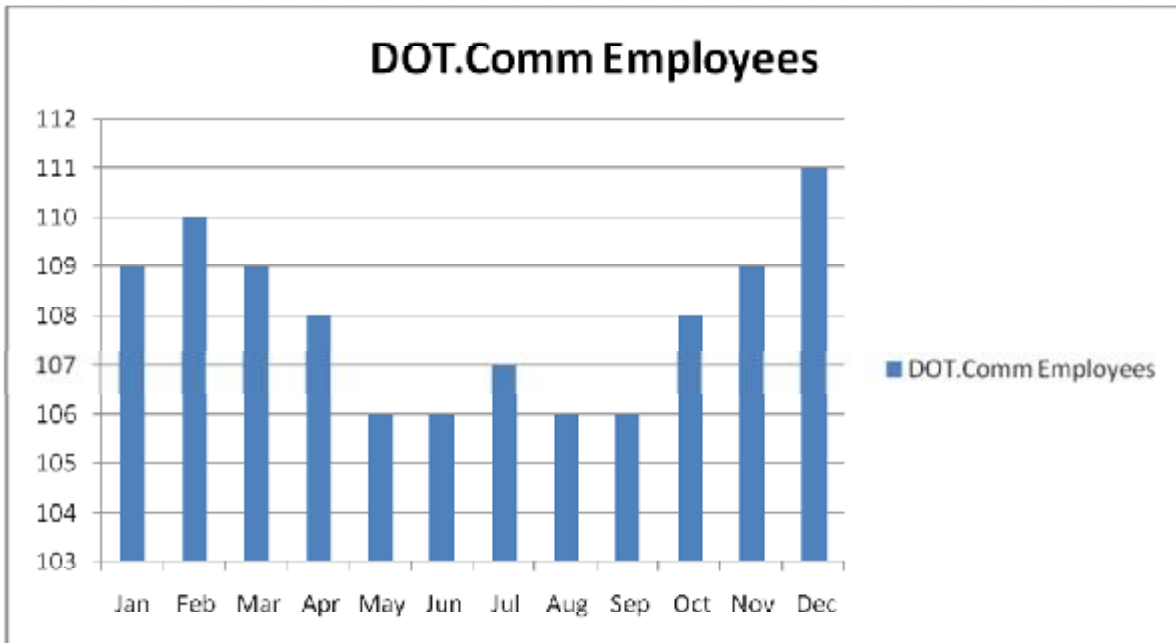
Human Resources

Chris Ulven

At DOT.Comm, we realize our employees are our most valuable asset. Our core values of Honesty and Integrity, Teamwork and Respect, and Customer Service are a part of their efforts on a daily basis. This is evident by the numerous nominations we receive each month for the Core Value Award, given to an employee who best extends those core values to our customers or other employees.

Highlights of 2008

- All employees were DOT.Comm employees for the first time since our inception
- Conducted our 4th annual employee survey and developed a corresponding action plan
- Job descriptions were all evaluated and updated where applicable
- Consulted with Silverstone for a salary survey which resulted in new salary ranges for all positions
- Updated several job titles to better describe the duties being performed
- The Employee Relations Committee planned and hosted 9 events for our staff to enjoy and socialize with each other
- Reduced turnover rate to 7.2%, down from 8.75% in 2007



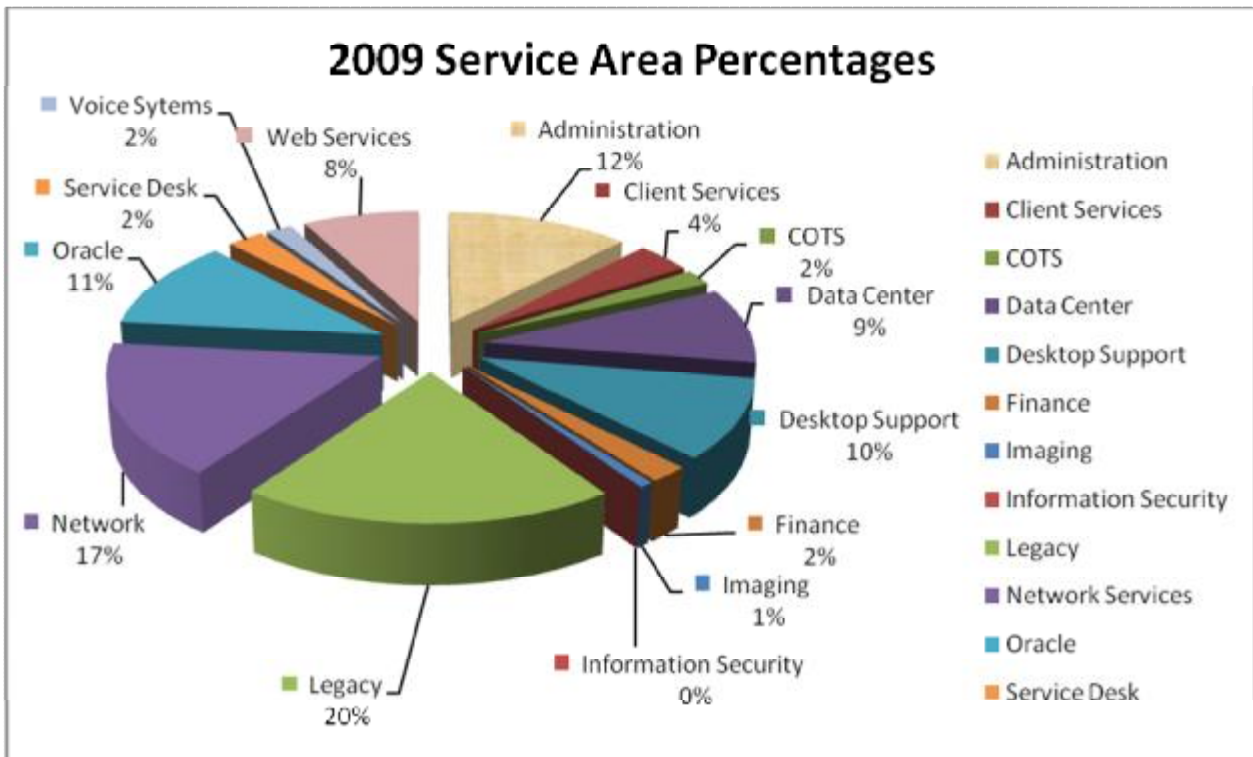
Finance

Chris Ulven

The DOT.Comm Finance Department is responsible for all Accounting functions including General Ledger, Payroll, Accounts Receivable, Budgeting, Variance Reporting and Expense Tracking. We also provide multiple financial reports for end users.

Highlights of 2008

- 2007 Audit provided an “Unqualified” or clean opinion
- Payroll and other employee costs were further broken down into the service areas where employees work rather than just the Operating Unit
- A surplus from operations of \$350,189 was achieved to reduce the negative fund balance



2008 Unaudited Financial Report

	12 Month YTD Actual	12 Month YTD Budget	YTD Variance Over/(Under)
Revenue Recognized			
BASE SERVICES	(10,892,461.60)	(10,885,028.00)	7,433.60
CAPITOL RESOURCES	(150,000.00)	(150,000.00)	0.00
CPAN	(393,431.40)	(444,000.00)	(50,568.60)
GRANTS	(17,399.04)	0.00	17,399.04
IT SERVICES	(74,969.97)	(24,000.00)	50,969.97
INVESTMENT INCOME	(13,766.40)	0.00	13,766.40
Total Revenue	(11,542,028.41)	(11,503,028.00)	39,000.41
Expenses			
PAYROLL	6,402,199.21	6,515,585.00	113,385.79
PENSION EMPLOYER	408,926.38	358,357.00	(50,569.38)
SOCIAL SECURITY	476,227.58	478,931.00	2,703.42
HEALTH & ACCIDENT	1,014,317.17	948,716.00	(65,601.17)
HEALTH & ACCDT CONTRA	(120,342.57)	(94,870.00)	25,472.57
LIFE INSURANCE	14,801.61	23,500.00	8,698.39
WORKER'S COMPENSATION	25,506.33	15,637.00	(9,869.33)
UNEMPLOYMENT	17,911.26	35,000.00	17,088.74
AUTO ALLOWANCE	27,606.19	23,300.00	(4,306.19)
ADVERTISING	1,444.14	1,800.00	355.86
TRAVEL	17,112.77	8,292.00	(8,820.77)
POSTAGE	894.16	1,325.00	430.84
PROFESSIONAL FEES	150,005.83	60,000.00	(90,005.83)
HAULING AND DUMP	7,390.25	16,800.00	9,409.75
INFORMATION TECHNOLOGY	209,818.35	129,400.00	(80,418.35)
MAINTENANCE CONTRACTS	969,952.04	1,025,882.00	55,929.96
M&R - OFFICE BLD	6,520.08	12,056.00	5,535.92
MAINTENANCE & REPAIR	22,966.19	26,200.00	3,233.81
RENT PARKING	755.75	1,000.00	244.25
RENT OFFICE EQUIPMENT	85,921.43	71,000.00	(14,921.43)
GAS SERVICE	1,944.70	1,900.00	(44.70)
VOICE COMMUNICATIONS	39,165.16	77,065.00	37,899.84
DATA COMMUNICATIONS	790,909.43	715,922.00	(74,987.43)
CELLULAR PHONE	9,366.16	5,000.00	(4,366.16)
PAGER SERVICES	4,141.39	4,500.00	358.61
LIABILITY INSURANCE	34,449.54	33,000.00	(1,449.54)
MEMBERSHIP DUES	2,819.00	8,380.00	5,561.00
TUITION	0.00	2,000.00	2,000.00
TRAINING	63,449.58	62,400.00	(1,049.58)
ELECTRICAL SUPPLIES	650.61	0.00	(650.61)
AUTO REPAIR PART	16.00	0.00	(16.00)
GASOLINE	676.29	0.00	(676.29)
OFFICE SUPPLIES	44,972.02	32,000.00	(12,972.02)
COMPT PARTS,SOFT	81,387.50	77,672.00	(3,715.50)
COMPT PARTS,SOFT	17,418.80	0.00	(17,418.80)
OTHER SUPPLIES	970.15	5,340.00	4,369.85
FURNITURE & FIXTURES	4,359.02	12,020.00	7,660.98
MICROCOMPUTERS	14,933.53	38,700.00	23,766.47
NETWORK COMPUTERS	73,863.89	131,800.00	57,936.11
TELEPHONE EQUIPMENT	(57.40)	0.00	57.40
COMPUTER EQUIPMENT	3,612.03	39,548.00	35,935.97
CAPITAL COSTS -	(32,629.39)	0.00	32,629.39
BAD DEBT EXPENSE	14,177.04	9,000.00	(5,177.04)
DEPRECIATION EXPENSE	270,411.17	230,000.00	(40,411.17)
INTEREST ON NOTE	4,984.50	15,000.00	10,015.50
MISCELLANEOUS	5,914.79	12,100.00	6,185.21
Total Expenses	11,191,839.66	11,171,258.00	(20,581.66)
Net	(350,188.75)	(331,770.00)	18,418.75

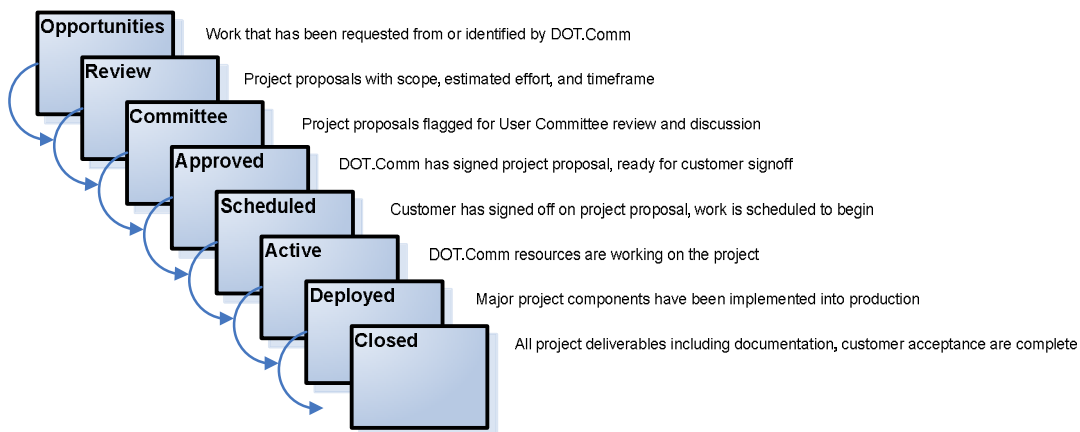
Projects

DOT.Comm plans and executes IT projects in thirteen technical disciplines. 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 preceded by customer signed 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 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. DOT.Comm closed 83 projects in 2008, with as many as 60-70 active projects underway at any given time. Projects range in scope of effort from less than 100 hours to over 6,000 of staff time.

Project Types Based on Technology Disciplines

- Application Server Support
- Audit and Compliance
- Business Process Research and Analysis
- Desktop, Phone and Mobile Device Support
- Enterprise Platform and System Support
- Integration and Support of Commercial Software
- Legacy Application and Business Process Support
- Network and Email
- Oracle Support
- Scanning and Electronic Content Management
- Strategic Technology Planning
- Web Applications Support and Development
- Website Hosting and Development

DOT.Comm utilizes an eight phase project management lifecycle. The phases include the following:



Projects that do not get completed and placed into production are considered cancelled.

The following charts will provide information regarding projects in 2008. The first chart provides a snapshot of projects at year-end. DOT.Comm had 57 projects active with resources assigned. DOT.Comm also had 13 projects deployed into the production environment waiting for customer acceptance. The second chart shows the numbers of projects that were created (opportunities), and number of signed proposals (customer approved projects), declined proposals (customers opted to not complete the project), cancelled projects and closed projects.

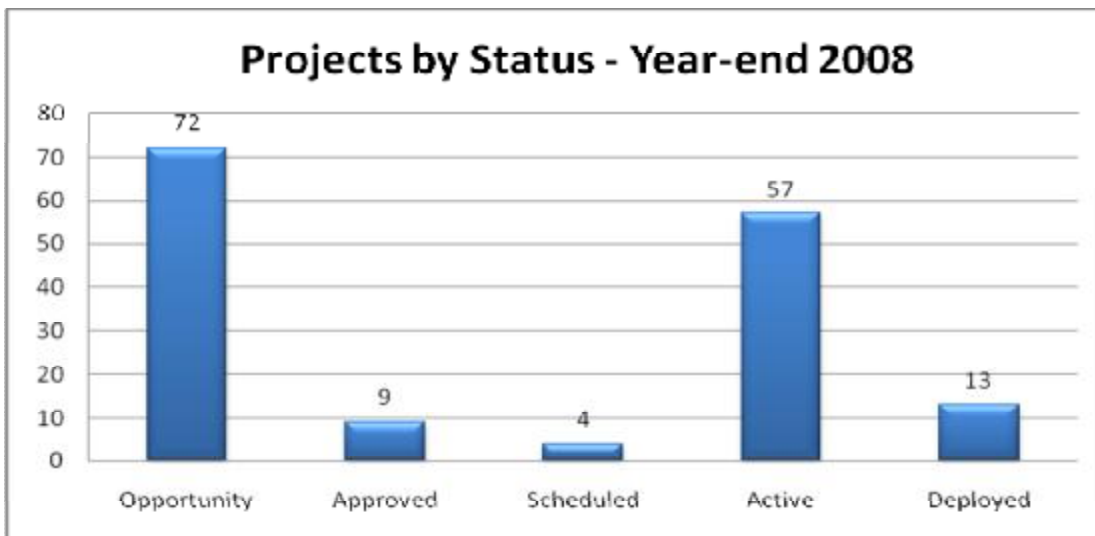


Chart 1

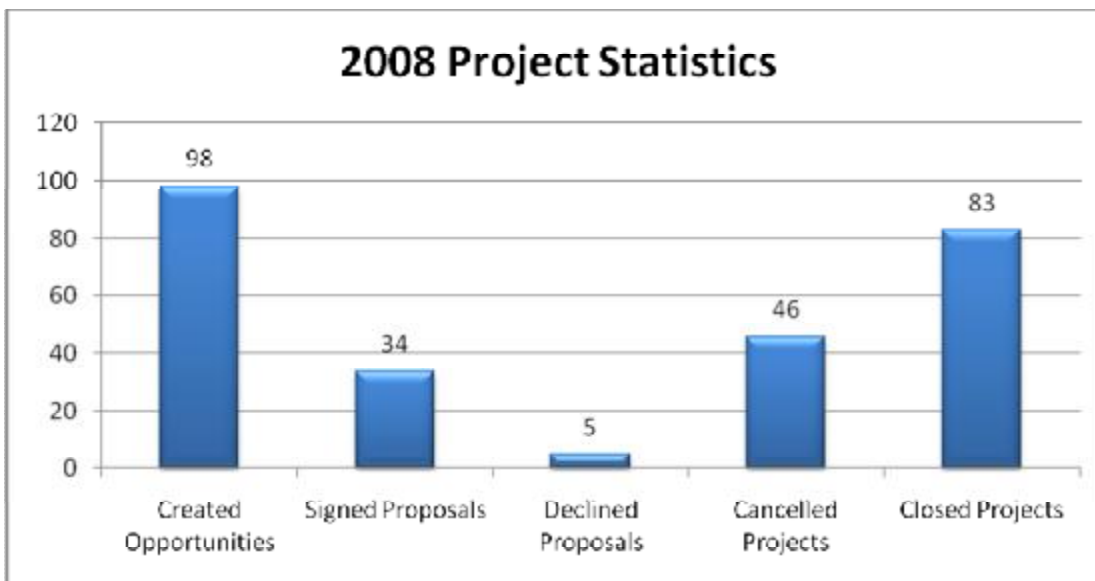


Chart 2

During 2008 DOT.Comm closed a total of 83 projects. Of the completed projects, 71 were customer facing projects where a post project customer survey is completed by the customer at the completion of the project. DOT.Comm’s survey response rate for 2008 was 59.2%.

The survey asks several questions regarding the performance of DOT.Comm on the project. Below is a chart that highlights three questions.

- Overall Project Performance
- Communication – Overall
- Communication – Project Team

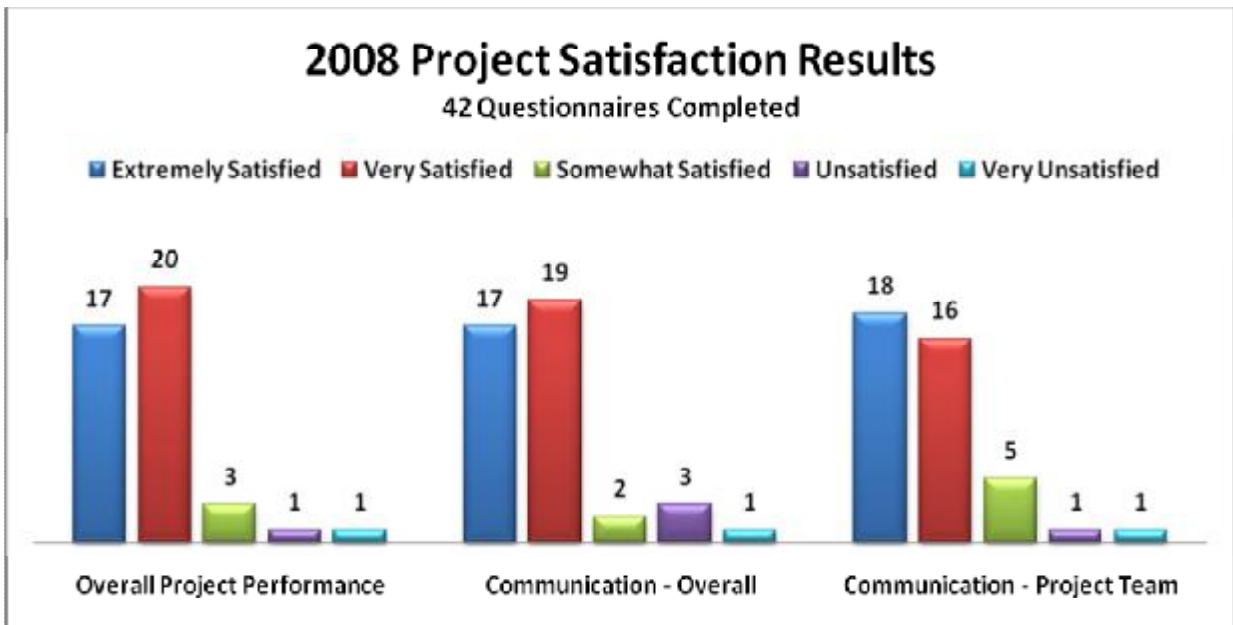


Chart 3

Based on the results of the survey, the projects completed during 2008 produced a very satisfied and extremely satisfied customer rating.

Projects Completed in 2008

Aagaard	Metro/South Library remodel. Includes cabling, and the removal and the reinstallation of PC's.
Aagesen	Remodel of the Sorenson branch library. Includes cabling and the removal and reinstallation of PC's.
Aaltolia	Omaha Public Library - PC lease project for 2008.
Aaron	Build a web based Grant Management application for Mayor's Office.
Abbasi	Tree pruning assessment for City Finance and Parks.
Abel	eGov: Presentation changes to current web site.
Aberle	Yearly support of the Board of Equalization process.
Agam	Enable Clerk of District Court 2008 Jury Wheel Creation Process.
Aiken	Acquire and install new PCs and Laptops for Adult Probation initiative.
Albee	Enable functionality and correct Access application.
Apgar	Public Properties Lotus Notes Work Order application Update.
Aragon	Packetwriter / Biokey Update.
Bartholomew	OMMRS equipment and supplies inventory Data Base.
Bascom	Implement SmartMsg Application from Federal Codespear purchased by the City of Omaha for the UASI group (Douglas, Washington, Sarpy Counties)
Boni	Prepare RFP for Court Notification system.
Braille	Change continuous feed impact forms to cut sheet forms on Xerox Nuvera.
Brooks	Install Release 12.0 of Top Secret Security for zOS.
Bundy	Prepare RFP for new Time and Attendance System.
Burbank	Provide Project Support for City Prosecutor Imaging Solution.
Carrier	Replace and relocate the Douglas County Health Departments Servers.
Cerf	Develop new website for Community Mental Health Center
Claude	Develop Web based Real Estate Tax Payment Process.
Collins	Develop Web application to submit sidewalk snow/ice removal requests.
Cray	Prepare RFP for Inmate Phone System.
Daimler	Move Douglas County Assessor Office to 11422 Miracle Hills Dr.
Davy	Transition Elkhorn City office to the Omaha City Network.
Dewar	Develop Web application to access PDF documents.
Drew	Create a new Website for Douglas County Health Center.
Dunlop	Upgrade 1-Image software to newest version.
Ekaterina	Provide networking and voice systems support for the 2008 College World Series.
Elkins	Implement Improvements to Board of Equalization process 2008.
Emeagwali	Migrate the Purchasing Department Website to Joomla.
Emtala	Migrate the Community Mental Health Center and Douglas County Health Center to comply with EMTALA audit.

Engelbart	Develop a database and query to the current Purchasing Website for archived Bids and RFPs.
Estefan	Validate requirements for OPD Records Management System
Evans	Support annual Tax Billing Process
Evinrude	Research options for Website improvements.
Faggin	Migrate County Clerk's Website to Joomla
Fairstein	Expand and restructure Citation information.
Farnsworth	Develop County HR training Website.
Fermi	Migrate the BOE Website to Joomla
Gabe	Establish Douglas County Enterprise Imaging and Content Management Solution
Granjean	Design and implementation of an upgrade WAN for the Omaha Public Library
Grey	Support Legislative Bill 367 changes for 2007 and 2008 property tax relief from the State
Guida	Omaha Police Offsite backup requirements support.
Holmboe	Implement required year end Payroll patches for Douglas County W-2s and 1099s.
Imhotep	Develop RFP to select vendor capable of scanning epidemic documents.
Jarvik	Change the real property application to support the VIP Historical Preservation requirements of the state.
Keith	Install Release 5.3 of zVM and Release 10 of Linux.
Kelley	Upgrade Detention Inmate Tracking application.
Kilby	Implement and integrate the existing Kodak 4800 Archive Writer.
Knight	Develop New Website for General Assistance.
Koch	Develop Property Inventory Management System for Clerk of the District Court.
Korger	Develop Packetcluster server (soon to be called Info Server).
Lazarus	Revise and update OPD Chief's Professional Standards Report.
Lennon	Support for crediting Order Management Internal Order Returns.
Lo	Develop Douglas County District Court Clerk's Website.
Magie	Support the public and media wireless access for the CWS.
Marcello	Upgrade DCHC Security Software Millennium
McBride	Develop Workload Manager Definition.
Mendel	Replace the JABG application and database servers
Nasher	Re cable and relocate the Fire Department's offices and Server Room.
Noether	Implement required 2007 HR FP Rollup for Douglas County year end procedure.
Nono	Perform modifications required to support 2008 Tax Sale.
Novello	Upgrade Accela SQL from 2000 to 2005; and Accela Automation from 6.2.2 to 6.4.2.
Otis	Develop PWKS Construction process for entering and billing snow removal.
Pike	Evaluate and propose configuration and installation of 4.9Ghz wireless hotspots at each city fire station.
Polya	Implement Oracle 10g and Discoverer 10g upgrades
Rabinow	Provide stored procedures for access to mainframe data bases.

Ream	Automate General Assistance processes for record keeping and reporting.
Setan	Support OFD Mobile Data Initiative.
Sonicwall	Replace enKoo SSL VPN appliance.
Stetson	Rewrite the Treasurer's tax inquiry on the web to eliminate HATS.
Strait	Install Release 10.2 of Abendaid on the z890.
Swift	Install Service Pack 8 on CA Common Services.
Torme'	Upgrade transcription system for Medical Records.
Tupper	Apply changes to DB2 and Work Load Manager to allow Stored Procedures to be executed.
Underwood	Install Hipersockets for improved speed and performance between DB2 Connect and DB2 databases on the z890.
Vedder	Upgrade HRMS Family Pack K (RUP3)
Wakefield	Manage initial Disaster Recovery related projects.
Wang	Upgrade OPD File Server to expand storage capacity.
Warhol	Purchase, install, and configure a new file server for MAPA.
Whitney	Segregate control applications fro Waster Water Treatment Facilities.

Service Awards

EPIC Awards

January: Dan Donlan, Mike McMahon, Mike Soukup

February: Jason Haines

March: The Web Applications Team

April: Denise Reed and Kathleen Stewart

May: Denise Austin

June: Cathy Feltych, Dennis Ryan, Lori Hedlund, Vince Kuhl, Mike Parrish

July: Pete Evans, Teresa Knott

August: Mark Gradel

Core Value Award

September: Jerry Collier

October, November and December:

To be announced in February at the All Staff meeting

Client Support Employee of the Month

January: Kate Koestner

February: Randy Peterson

March: Dennis Ryan

April: Bob Fuhr

May: John Kirby

June: Derek Roberts

July: Jerry Collier

August: Dan Donlan

September: Chin Ong

October: Joe Fuccio

November: Lori Hedlund

December: Lori Ludeking

Innovator of the Quarter

1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Aaron Graddy	Jim Dolinski	N/A	N/A

Staff Credits

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