

# Hanover County Dashboard - Information Technology Department

## System Availability Indicators - Last 30 Days



Report Date: 6/15/2010 Pd Start Finish: 5/1/2010 5/31/2010

## Major Project Milestones

Project	Milestone	Risk Factor	Due Date	Days
SharePoint Production	Lewistown CDA Team Site	Green flag	6/30/2010	30
IT Governance	Document Project Policies & Ranking Procedures	Green flag	6/16/2010	16
Broadband Replacement	Equipment Installation	Yellow flag	6/30/2010	30
Energy Efficiency Project Data Ctr	Award RFP	Yellow flag	6/21/2010	21
Zoll ePCR	Sql Install	Yellow flag	7/30/2010	60
IT Help Desk	Internal Go Live Date	Green flag	6/29/2010	29
Webserver Conversion	Final Move to IIS and testing	Green flag	6/15/2010	15

Risk Factor Indicator Key	Low Risk	Medium Risk	High Risk
	Green flag	Yellow flag	Red flag

Project Target Indicator Key	On-Time	Slight Delay	Major Delay
	Green checkmark	Yellow warning	Red X

## 5 Top Projects in the Queue(sorted by priority)

Project	Status	Funding Approved	Sched. Start Date
1 Windows 7 Upgrade	Project Planning	Y	6/1/10
2 Enterprise Storage System	Project Initiation	Y	6/1/10
3 Public Safety High Availability Upgrade	Project Planning	Y	6/1/10
4 Parks & Rec On-line Registration	Project Initiation	Y	TBA
5 ESS Implementation - Gov.Now	Project Planning	Y	7/1/10

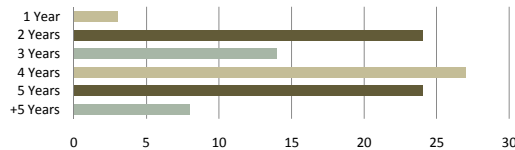
## Major Critical Events (Next 30 Days)

Event	Group Responsible	Date
Senior Systems Engineer - Interviews	Application	6/14/10
Award RFP for Enterprise storage system	Infrastructure	6/18/10
Award RFP for County Admin AS/400 replacement	Infrastructure	6/21/10

## Problems

Description	Status	Date
Exchange Service Disruption	Resolved	5/17/2010
Public Safety AS400 reboot to fix EMSPro server	Resolved	6/2/2010
EMS01 (EMSPro) server did not start after backup due to code corruption on Public Safety	Resolved	6/2/2010
Fiber splice failure at School Board Offices required pair swap	Resolved	6/8/2010
Fiber splice failure at School Board Offices required pair swap	Resolved	5/10/2010
Fiber splice failure due to damaged utility pole at Woodside Road	Resolved	6/15/2010

## Average Age of Personal Computer/Laptop Inventory



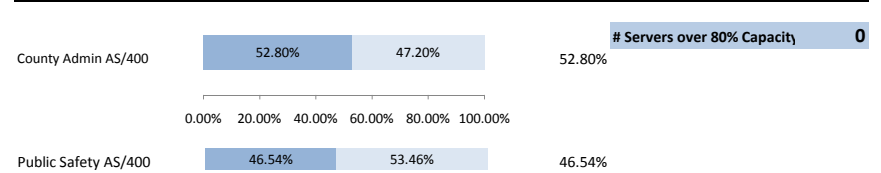
## Key Non-System Metrics

Year-To-Date	% of Total Budget	% of Target	Total Budget
Capitol Projects 4-200-012150-8308	75.26%		859,708
Education 4-100-122721-5290	65.15%		94,200
Maintenance Contract 4-100-122721-3250	61.48%		132,033
Salaries - FT 4-100-122721-2500	81.64%	89.07%	2,430,970
Telecommunication 4-100-122721-5061	68.82%	75.08%	90,930
Replacement 4-100-954008-9910	1.02%		100,000
Contingency			

## System Availability Last 12 Months

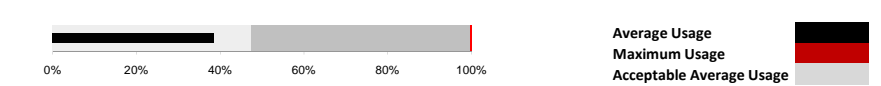
Mean Time between Failure (Hours)	Mean Time Between Failure (Hours)	Mean Time to Repair (Hours)	Target Mean Time to Repair (Hours)	Downtime (days/year)	Target Downtime (days/year)	System	Availability %	Target Availability %
8,760	8,756	0.50	4.00	0.02	0.16	Public Safety AS/400	99.99%	99.95%
2,190	2,916	1.02	4.00	0.17	0.50	Email	99.95%	99.85%
1,750	2,916	0.77	4.00	0.16	0.5	Internet	99.95%	99.85%
8,760	8,756	0.00	4.00	0.00	0.16	County Admin AS/400	100.00%	99.95%

## Storage Capacity



## Internet Traffic (Campus)

### % of Average Internet Usage vs. Maximum Utilized



## Top 5 Hanover County Web Sites Visited

- Hanover County Sheriff
- Hanover County Parks and Recreation
- Hanover County Assessor
- Hanover County Finance
- Hanover County Planning

**System Availability** - Provides mean time between failures, as well as mean time to repair. It also lists the total number of days per year a system has had an unexpected outage and a percent of total time available.

**Storage Capacity** - Provides the % of our total storage capacity that we are currently utilizing on our 2 Iseries systems - County Admin. And Public Safety. It will also signal if a system is above 80% capacity.

**Average Daily Traffic (Graph)** Displays Incoming Internet traffic on the circuit in the County Admin. Complex.

**Non-System Metrics** - Displays key general ledger accounts and our % of current year budget that has been expended. For the payroll and telecommunications line items, we are also calculating the % of target.  
- i.e. Payroll would be yearly budget divided by number of months past in current budget year compared to actual dollars spent. This is the same calculation for Telecommunications also. This will signal if spending is exceeding planned month budget.

**Major Project Milestones** - List of Major projects in progress and the due date of an upcoming milestones, as well as if we are on target for completion. An Indicator is provided next to the project if the project is overdue and will show severity. Also, a risk factor is displayed indicating the level of risk associated with this milestone being completed on time.

**5 Top Projects in the Queue** - List of our Top 5 Projects, status and scheduled start date.

**Critical Events** - List of 5 critical upcoming events and scheduled date.

**Problems** - Describes any system problems or issues during the reporting period and up to the date the report is submitted.