

INFORMATION MANAGEMENT REPORT

September 1, 2026 – September 30, 2026

Reported October 7, 2026 for October 20, 2026 Board of Commissioners Meeting

HELP DESK SERVICE

TICKETS

- Total Tickets Generated: 152
- VC3 Tickets Resolved: 115
- Gratiot County IT Tickets Resolved: 37
- VC3 Open Ticket Backlog (tickets older than 10 business days as of 10/6/26): 10
 - Backlog tickets are a mix of user-facing issues and requests from IT to VC3
- Gratiot County IT Ticket Backlog (tickets older than 10 business days as of 10/6/26): 10
 - Backlog tickets are mostly long-term project tickets and are not user-facing.
- VC3 Hours Worked (based on ticket reports): 72.75 hours.

USER FEEDBACK

- Total User Feedback Surveys: 8
- Positive Feedback: 7
- Neutral Feedback: 1
- Negative Feedback: 0

WRITTEN USER FEEDBACK:

- “They fixed me!!”
- “Wonderful job. Many.”
- “Thank you!”

SYSTEM RELIABILITY

NUMBER OF SIGNIFICANT UNPLANNED OUTAGES

- 1 Unplanned Outage Related to Firewall Changeover
- Departments Impacted: 7
- Users faced many issues related to the firewall changeover, ranging from not being able to access our systems from outside our network via the VPN, to slow connectivity over the VPN. Most of these issues were addressed within a week by VC3, which is slower than is acceptable. Post project analysis is still ongoing to determine how future projects can be better executed.

STAFF SECURITY TRAINING AND POLICY ACKNOWLEDGEMENTS

- IT Policy Acknowledgement Percentage Complete: 92% (Due 10/1/26)
- 2025 Security Training Percentage Complete: 95%

- Remedial Security Training Percentage Complete: 82% (Due 10/15/26)

MAJOR PROJECTS

CAPITAL IMPROVEMENT PROJECTS

FY 25/26

- Firewall Replacement – Completed 9/30/26, Additional fit and finish work ongoing.
- Switch Replacements – Hardware purchased on backorder, equipment swaps scheduled for first quarter of new fiscal year.
- Fire System Replacement – Work completed, training and inspection to scheduled shortly.

FY 26/27

- Awaiting finalized approved capital improvement project list from Finance.

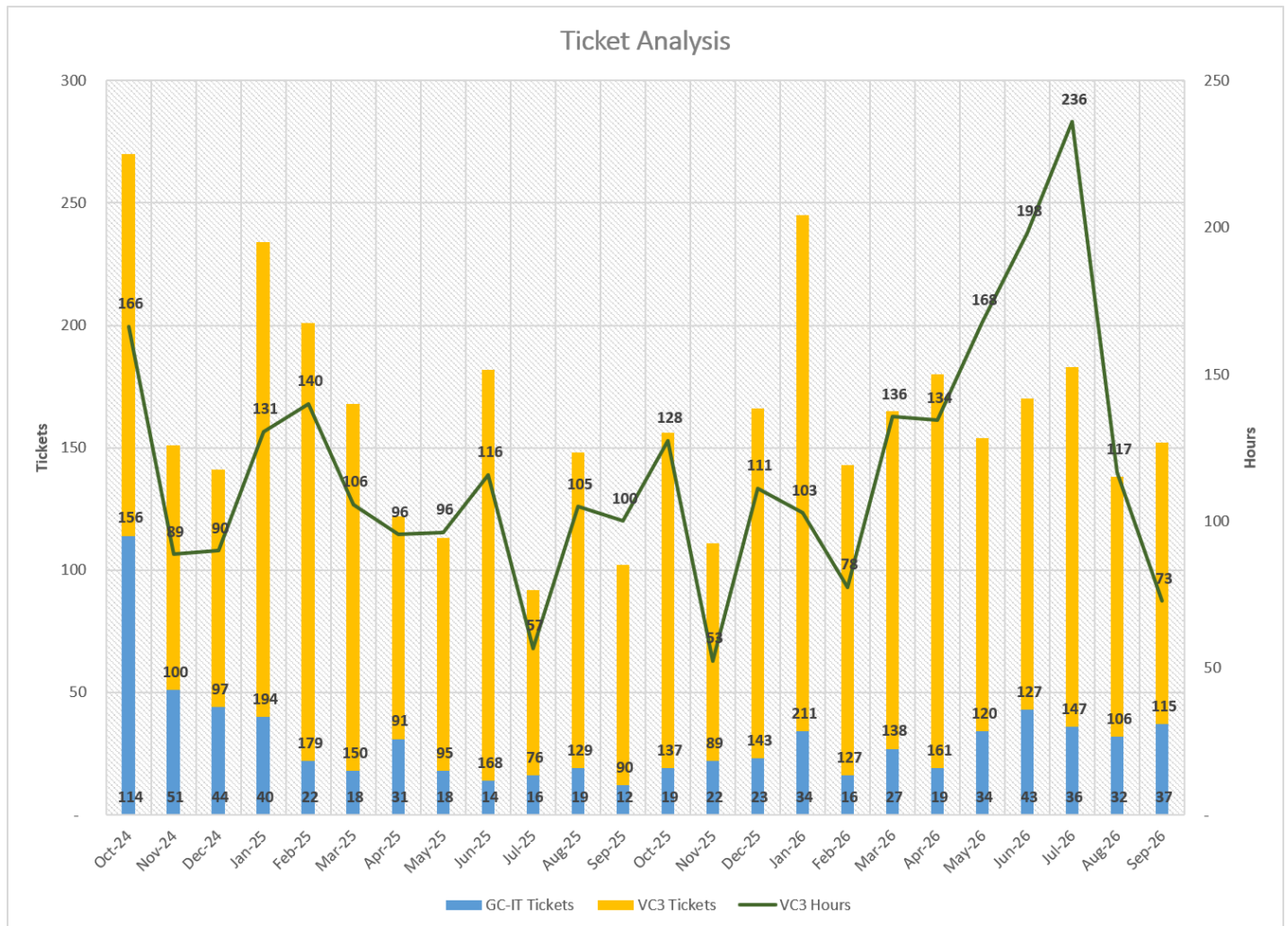
IT DEPARTMENT PROJECTS

- IT Department Transition – Filled newly created Systems / Network Administrator position. Joey Sinclair our IT Support Specialist was selected, leaving his position open. Open IT Support Specialist position has been posted and will close October 23.
- Work underway to write request for proposals on software to replace what VC3 current provides us with.
- MDC Standardization – Joey has done a great job standardizing network setup for our MDCs to improve reliability in the field and make troubleshooting easier.
- Legacy Dash Camera / Body Camera Software Decommission – Moving to a cloud-based system last year has allowed us to decommission legacy software and repurpose space and resources for other departments.
- Documentation and Installation Folder Clean-Up – This work is ongoing but will put us on a firm foundation when we transition away from VC3 in fiscal year 26-27.

DEPARTMENT SPECIFIC PROJECTS

- Administration: UKG Timesheets Implementation – Facilitated mounting of timeclocks with Buildings & Grounds and built single-sign on so staff can sign in with their email credentials.
- Commission on Aging – Assisted COA with migrating from Microsoft Publisher to new Desktop Publishing Software.
- Community Supervision – Reviewed contract for Client Management System Transition.

HISTORICAL TICKET COUNTS



NOTES

I will be unable to attend the October 20, 2026, meeting that this report will be submitted. If you have any questions or concerns regarding this report, please feel free to call me or stop by my office to discuss them. I will also be attending the November 3, 2026, meeting.