

# WISCONSIN DIGITAL GOVERNMENT SUMMIT

## IT LESSONS LEARNED SHARED SERVICES

City of Madison & Dane County  
Health Departments Merger

MONONA TERRACE, MADISON, WI | DECEMBER 1 & 2, 2009

## AGENDA

- **Background**
- **How we tackled it**
- **What we accomplished**
- **Lessons Learned**
- **Success**

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## Background

- **City of Madison**
- **Dane County**
- **Decision to Merge**
- **Sharing Support Services**
- **IT Services To Be Determined**

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## How we tackled it

- **Initial IT Committee Formed**
- **City Made a Proposal**
- **Joint Health Organization (JHO) requested proposal from Dane County**

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## How we tackled it

- **City would provide IT services**
- **IT Committee Reorganized**
- **Developed a Plan**
  - **Internal Communications**
  - **External Communications**
  - **Operations**

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## What we accomplished

- **Internal Communications**
  - PC's – Help Desk
  - Telephones
  - Email Services
  - Network Accounts – Security
  - Records Management
  - COOP
  - File & Print Services

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## What we accomplished

- **External Communications**
  - **Merger Website**
  - **Governance, Standards**
  - **New Site**

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## What we accomplished

- **Operations**
  - Applications
  - Inventory
  - Needs Analysis, Gap Analysis
  - Modify, New, Wait for State
  - Develop Budget & Timelines

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## Lessons Learned

- **County staff on City network**
- **Need Name**
- **Merging Emails**
  - **Records Policies**
- **Combining Network Folders**
  - **Structure, Policies**
  - **Painful, Prepare**

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## Lessons Learned

- **Locations to support**
  - WAN Connectivity
  - Building Wiring
  - Onsite Staff Support
- **Software Licensing**
  - Costs, Management, Upgrades

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## Lessons Learned - Non Technical

- **Cultural Differences**
  - Security
  - Records Policies
- **Relationships**
  - Organizational
  - Personal
- **Political Stuff**

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## Success

- **Public Health Madison and Dane County**
  - IT Services
  - Communications, Geographic Barriers eliminated
  - Administrative Efficiencies
- **Hepatitis Outbreak Averted**
- **H1N1 Resources**
  - Leveraging Website Tools

**Thank You**

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Information Technology**