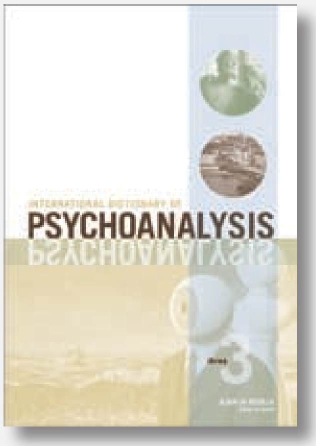

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Current State of Animal Control Applications

Summary

There are three applications that are currently in use for Animal Control:

- AC Plus: COTS .NET application used by Animal Control only for animal intake, animal adoption, veterinary care, and animal licensing.
- ACLC: Custom Java application used by Animal Control and CVTs for animal licensing and by Animal Control for the Animal Census. Includes reporting capabilities and editing of license records for admin users (Oakland Internal).
- Online Pet Licensing System (OPLS_: Custom .NET application used by the Oakland County residents to order animal licenses.
- Animal Control also uses Access Oakland for fulfillment of OPLS-ordered licenses, but it is not “their” application.

All three of these applications have one common purpose: ordering/selling animal licenses. AC Plus has more capabilities for management of the intake/outtake of animals, but Animal Control only uses a small subset of said capabilities. There are myriad issues with each application that will be outlined later in this document.

Content and Capabilities of each application

- AC Plus
  - Animal Intake (used when an animal is brought in from the field or surrendered by an owner or finder)
    - Completes intake form
    - Attaches photos and other scanned documents
    - Records vaccinations
    - Assigns kennel
  - Animal Adoption/Redemption
    - Creates or finds person to associate with shelter animal
    - Completes adoption forms
    - Scans and attaches adoption agreements, waivers, and associated documents
    - Records vaccinations
    - Prints health certificates
    - Adds fees to record
    - Takes payment
    - Prints receipts
  - Animal Licensing
    - Creates or finds person to associate with animal
    - Creates or finds animal to assign tag to
    - Confirms vaccinations

        - Records vaccinations
        - Assigns tag numbers
        - Prints receipts
    - Medical Records
        - Creates records within animal record for:
            - Vaccinations
            - Medications
            - Vet visits
    - Euthanasia/Death
        - Creates records within animal record for euthanasia/death
    - Upload to ACLC
- OPLS
    - Animal Licensing
        - Public use of system to order tags using new or existing pet records.
        - Requires no login
    - Record Retrieval
        - Users can lookup existing records for pets associated with them and use those to order licenses rather than creating a new record every time.
        - Users can make changes to personal or pet information.
    - Order Lookup
        - User can check the status of their order as long as they have the order number.
    - Order Payment via Shopping Cart App
    - Order Fulfillment via Access Oakland
    - Upload to ACLC
- ACLC
    - Animal Licensing
        - CVTs and veterinary offices create tag records and distribute tags and collect monies from pet owners
        - Editing license records as needed (admin function)
        - Law enforcement also uses ACLC
    - Order Search (admin function)
    - License-related Reporting (admin function)
    - Animal Census mapping, data entry and reports
    - “Source of Truth” for all license information related to owners and pets
    - Law enforcement also accesses ACLC via CLEMIS

Issues with current applications

- AC Plus
  - Vendor-supported app. Vendor is not as helpful as it once was. There is difficulty in getting issues resolved and getting assistance to make the applications work together if there are problems. The recent experience with the RFID scanners is an example of this. The issue is resolved, but it was a difficult path to get there with the app vendor and the scanner vendor both pointing fingers at each other for whose code was the problem. OC owns the source code for AC Plus.
  - The application itself is clunky. Entering in a pet for intake can take upwards of 15 minutes and requires opening screen after screen (see Appendix). There are some physical steps that can't be eliminated (photo of dog, collar on dog, etc.), but there is room for improvement on the application side. There are also issues with functionality within each form (see Appendix).
  - AC Plus doesn't always "talk" to ACLC the way it should. There was an issue where the tag data wasn't uploading to ACLC for an extended length of time. The resolution involved fixing a record with an empty required field.
  - Records are sent to AC Plus from ACLC, as well. Users are able to access pet and owner records entered via ACLC or OPLS.
  - Much of the current functionality isn't even utilized. Financials, timekeeping, website development and maintenance, tag inventory, etc. are all functions within the system that are not currently being used and are managed by other applications.
- ACLC
  - Currently there are restrictions on editing and admin users haven't been able to edit tags that fall outside of a certain date range, enforced by the application. This is a known issue and is being worked on.
  - The main issues surrounding ACLC involve the data coming from the two other applications. There have been issues of delayed transfer (over 1500 entries sat in the queue for 7 months). There are issues with certain fields failing to populate from one application to another (ACLC wasn't picking up the spay/neuter status, for instance)
- OPLS
  - Issues with users getting system messages at odd times that lead them to believe that there's an error in the application.
  - The system isn't validating vaccination dates for "renewal" licenses. The Animal Control staff was under the impression that this was being done and was visible to them in Access Oakland when they fulfilled an order.
  - System operates under the logic that there is a "renewal" vs. a "new" tag. The license types are really "existing" or "new", since a new tag with a new tag number is issued every time.
  - Also, under current website functionality, the user can "renew" tags via the "Purchase License" button or the "Renew" button,
    - Under "Purchase license" they get a list of their pets that are already in the system and select which pet(s) they would like to purchase an updated license for.
    - Under "Renew" portion of the site, they have to reenter their pet data from scratch, rather than just updating vaccination information, etc.
  - Messaging about where to send in vaccination information needs work. Contact page layout could be improved and links to page will be used. There is a challenge here, too, though. The shopping cart cannot produce a hot link. It has to be copied and pasted, and there is no instruction that speaks to that issue. As a result, there are numerous calls and emails to Animal

Control and to IT Customer Service for assistance as to where they should be sending their vaccination certificates. An interim proposal has been put forth to generate an email sent from OPLS in addition to the email that is sent from the Shopping Cart that confirms the order. This solution needs to be reviewed with the customer.

- OPLS does not validate vaccination dates and inform any other systems, it merely sends a message if a tag is a “new” tag and no message if it is a “renewal”. “Renewal” tags should be able to be validated against existing systems. As of now, a customer can order a tag with an invalid vaccine.

Conclusion

Based on the findings of this evaluation of Animal Control's applications' current state, the best solution would be to develop a **single** application that encompasses all of Animal Control's needs, and only their needs (no extraneous functionality): an external facing License Ordering portal, a CVT/Vet/Law Enforcement portal, and an internal portal for administrative functions, animal intake, veterinary care and adoptions/redemptions. Animal Control's public-facing website could also be incorporated into this application. It is currently a standalone using TeamSite. This could be a custom-built application, or a COTS application—there are several applications out there that are portal based that would be well suited to a project like this.

In discussion with the customer, they mentioned that one of their goals was to have on-board computers for all of their vehicles. This would eliminate a portion of the intake work that is now being done twice, once on paper, and again in the Pet Adoption Center when the pet is brought in. It would probably be best for this to happen once a single-application solution was adopted.

A single application would reduce rework and redundancy and would be an opportunity to refine business processes and apply lessons learned from current and past customer issues (both internal and external) and build a system that allows Animal Control to be more efficient internally and externally.

GEAR/Attestation Training Plan

Vision for GEAR Attestation and Governance Training

IT and Business Owners (identified currently in GEAR) require training on GEAR functionality and the GEAR Attestation process. This training will be provided in two parts: GEAR functionality and GEAR Attestation. It will also be provided to two different audiences: IT Owners and Business Owners. Although both will have to attest to all of the data in the GEAR record, keeping the training aligned with people in similar roles is the most effective way to deliver training. The training will also be provided “just in time” as this is the best way to teach new software or a new process. This ensures that the course content is fresh in the user’s mind as they use the software and walk through the process independently.

Principles of adult learning styles will be taken into careful consideration as the training is developed and delivered. Adults are self-directed, goal-oriented and relevancy-oriented. The training needs to be practical and suited to their purposes with a clear purpose and goals and objectives defined from the start.

GEAR training will be developed with attestation in mind, but will also encompass the whole of GEAR application use. Adult learners want the most “bang for their buck.” This means targeted training that is as comprehensive as it is concise. This will be accomplished through the use of “prework” and takeaways. This prepares the learner prior to the session and gives them something to have as a reference once they are working independently with the software and the process.

Training will include support going forward. A trainer will be available to answer questions. Also, a recording of the presentation and a PDF of the presentation deck will be made available to attendees after the classes have been held.

Training Modules

The training will be provided in two modules: GEAR Application and GEAR Attestation Process. The modules will offered back to back on the same day, with a brief break in between modules.

Training Audience

There are two main groups that will be included in this training:

- IT Owners
- Business Owners

These two groups may technically have subgroups: those who have used GEAR and those who haven't used GEAR. However, many GEAR users are not regular users of GEAR and will require at the very least a refresher of GEAR and its fields. In PIIA data collection kickoffs it was apparent that many people, if they had access to GEAR, hadn't used it in quite a while. Having experienced users in the training with the less experienced users can also be a plus, as they can jump in and answer questions, etc. It's a good way to keep experienced users engaged in the entirety of training as well. The proposal is to divide the participants into classes based on user role rather than on experience.

Training Goals

GEAR Application training

The goal of GEAR Application training is to ensure that all participants have a complete understanding of how GEAR works and the definitions of the fields within GEAR and how to populate them, so that the information about the owners' application(s) is as complete and accurate as possible in preparation for attestation. This module is especially important because GEAR is not an application that is accessed every day by most users. Special attention will be paid to the Information Asset tab, which was recently added in support of the Personal Information Inventory Assessment (PIIA) project to flag applications with PII and to provide metadata about the PII used in the application. Unless a user participated in the PIIA data collection effort, they will not be familiar with this tab.

GEAR Attestation Process training

The goal of Attestation training is to ensure that all Business and IT Owners fully understand the purpose and goal of attestation, the process of attestation, the definition of complete and accurate and how to attest to completeness and accuracy.

The ultimate goal of both modules is to ensure the success of IT and Business Owners in the process of attestation and to ensure their engagement with GEAR in support of Governance and sustaining Attestation in the future.

Course Objectives

- GEAR Application Training
    - Upon completion IT and Business Owners will be able to:
        - Describe GEAR
        - Explain GEAR's purpose
        - Explain the definitions of fields in GEAR at a high level
        - Identify the users of GEAR
        - Recognize the role of governance with regard to maintaining the GEAR application
        - Navigate through a GEAR record and be able to enter and edit data
        - Create a new GEAR record

- Attestation Training
    - Upon completion, IT and Business Owners will be able to:
        - Identify why they need to participate in attestation and what attestation means
        - Explain why their application data in GEAR needs to be complete and accurate
        - Demonstrate how to check for accuracy and completeness
        - Update their application data so that it is accurate and complete
        - Explain the attestation process

Delivery Method

The courses will be delivered via WebEx and phone conference using both a PowerPoint presentation as an initial explanation of the purpose and goals of each module and a detailed explanation of the application or process followed by a live demonstration of GEAR and Attestation, using an actual application as a walkthrough. The presentation will be recorded and posted so the user can relaunch at any time (this may be helpful when they are completing the second half of their attestation should they choose to "Go to Green". "Registration" will be via an Outlook invitation and acceptance (investigating the possibility of using the LMC for registration).

Training Materials

A PowerPoint presentation will be created for each module.

Quick reference guides/job aids will be provided electronically in advance of training for the attendees to review and for their reference during the presentation. This gives the learner something to follow along with or to print out and take notes on. A click-by-click guide with screenshots will be appropriate for the GEAR training. A process flow diagram might be more appropriate for Attestation.

More detailed user guides will be authored or updated for each module and provided as takeaways via email and will be posted in the GEAR Governance TeamRoom.

Training Schedule:

Oct 25-Nov 2 – Training material development
Nov 3-4 – Internal team review
Nov 7-8 – Project leadership review
November 9-10 – Deliver training modules to both audiences
November 11 – Attestation begins!

How Was A Guardian's Guidance Key to Parker Hannifin's Dynatrace Adoption?

Parker Hannifin is a 100-year-old industrial manufacturing company. But they wanted to transform their tech to DevOps using an Agile development framework. Naturally, there are challenges. Having a system that depends on two monolithic applications that connect to 40 other applications and microservices creates a level of complexity that needs to be carefully managed and monitored.

One of those monoliths is Parker's ecommerce platform. In his conversation with Dynatrace, Venkatesh Harikrishnan, Technical Team Leader, discusses how problems with that platform can mean that they're "literally losing customers to [their] competitors." Parker wanted performance monitoring that helped them resolve problems fast. They chose Dynatrace.

But the complexity of their environment made configuring Dynatrace's solution daunting. Until they met their Dynatrace Guardian.

With the help of the Guardian, they were able to quickly determine what to start monitoring first to get the most value from the start. The Guardian also gave them a plan for moving forward once they were receiving that invaluable and nearly instantaneous feedback.

Venkatesh recognizes that the changes that they were making weren't only technical, they were cultural, and the Guardian's guidance helped them with that shift. Their Guardian didn't just configure Dynatrace, but also worked with Parker to ensure adoption and tighten their "feedback loop." This was one big step in their transition to DevOps and Agile.

Dynatrace's Guardian Services provides businesses with an experienced Consultant guided by an Architect who designs a custom-fit DPM solution. The Consultant is tightly integrated to the team whether they're on-site or remote. Their mission is to ensure that Dynatrace brings value to your team on a daily basis.

Add that personal assistance with Dynatrace's AI and there's no question why Gartner's Peer Insight has just named Dynatrace a 2018 Customers' Choice.

Learn more about Guardian Services here. See how we work to make Dynatrace one of the most valuable players on your performance management team.

From DevOps to "NoOps": Red Hat and Dynatrace are Partners in Innovation

Dynatrace sat down with Chris Morgan, Red Hat's Director of Cloud Platforms Technical Marketing to talk about what a partnership with Dynatrace means to Red Hat and leading edge technology like their OpenShift Container Platform.

Morgan talks about the technical shifts that have been happening with greater frequency across companies, citing the shift from "bare metal hardware to virtual machines" as an example of a paradigm shift that resulted from the creation of the new technology. In the last decade or so, this seems to be a running theme throughout tech, new technologies help drive companies to start thinking about their technology in a different way, driving the "shifts" that Chris discusses in this video.

OpenShift takes container technology to the next level. Red Hat, through taking the "next step" that Morgan describes the next evolution, but a revolution that then shapes "the next step" that tech can allow a given company or a given market, before they even know they can take them. It's not often that a company will drive the demand for a new technology. The new tech is what triggers the shift in a company's technical evolution.

The key, of course, as Morgan aptly points out, is adoption. Once markets begin to adopt new tech, like containers, suddenly there's an increase in demand as word gets around. And adoption speeds up as businesses fully understand what a given tech can do for them. Companies like Red Hat and Dynatrace are key players in helping businesses realize the benefits of the technologies that they create.

And that brings us to “NoOps.” Red Hat and Dynatrace have reshaped themselves in response to the rise of DevOps, the move to the cloud, and the challenges that come with organizational digital transformations.

Meeting the needs of DevOps teams with tools like OpenShift containers and Dynatrace's APM solutions has pushed both companies forward in moving toward a NoOps world described here, by Computer Weekly, but that won't be possible without integration.

According to Morgan, that integration will be on the technical side, of course, but it also will be important for the business side to integrate just as tightly as the tech.

In a continuous change, continuous improvement, continuous integration world, sometimes invention is the mother of necessity. Partnerships like this can help to feed the drive to invent and innovate and then show the market what the innovation can do for them, all while working hard to meet the demands of the market to catch up to yesterday's innovations.

Learn more about the Dynatrace/Red Hat partnership here and here.

Dynatrace's AI Meets the Need for Speed

Managing customer expectations, security, and application performance can be a monumental task in a world where every business seems to be hurtling toward DevOps and cloud migration at breakneck speed.

As Dynatrace CEO John Van Siclen said in an interview with Computer World UK, "[D]igital transformation is driving every company to become a software company." Companies are developing **and** releasing software faster than ever. Up to 3% release code once per MINUTE. They're also changing the **way** that they do that just as quickly, moving from monolithic applications hosted on their own servers to microservices housed in cloud-based containers for their applications and systems.

But with speed and complexity comes risk. Whether it's a line of code in one service with a missed dependency that brings an app to its knees, or it's an unanticipated load issue like Amazon's recent Prime Day outage, a problem in any facet of a company's tech stack can affect everyone from the CEO to the developer to the customer.

If moving so quickly is a risk that can ultimately slow an organization down, or if sending an app (or 30!) to the cloud can make a prod environment complex to manage, it begs the question: Is the risk worth the reward?

This question, along with the pace at which tech is evolving can keep CIOs, (and Dev and Ops and Security!) up at night. Dynatrace's own survey about cloud complexity indicates that:

- 73% of CIOs worry that the need for speed in innovation puts a quality UX at risk.
- 72% say that monitoring microservices in real time is practically impossible.
- 84% say that determining how container consumption affects production performance is challenging.

How can dev and ops teams manage these concerns and still move forward at lightning speed? The demand is for more features, more quickly, and that certainly won't slow down. Bad customer experience can equal lost business. With word of mouth and social media in play, it can equal a **LOT** of lost business. Microservice architecture is the direction that most companies are moving in, but the complexity that it adds can be overwhelming for developers when they want to see dependencies and for ops teams when they want to pinpoint a data leak or determine the cause of the overburdened service. Then add containers and migrate it all into the cloud! Maybe those CIOs were right. Maybe it is impossible to balance speed and application performance.

Not so fast.

Dynatrace is working hard to make the impossible possible by developing software intelligence solutions to help meet the "need for speed." Moving away from "just" an APM solution into an AI-based solution is the key. It will allow business who use the SaaS solution that Dynatrace offers to help identify problems before they become too big to manage or so big that they cause a problem worth writing a story about. As Dynatrace's Dave Anderson told CBR, "real-time software intelligence can help to minimize the frequency and longevity of these incidents."

Not only can this kind of real-time monitoring help prevent outages, the AI infusion allows Dynatrace to deliver answers to questions that both Dev and Ops have, while keeping Security happy. Managed Zones, described by VMBlog with the help of Dynatrace's Steve Tack, is a recent innovation that does just that. This intelligence allows an organization to keep tabs on all layers of an application and provides the necessary tools that Dev and Ops need to work together and separately to solve problems. It also respects permissions and only shows a user the data that the user is **allowed** to see, which is most likely the data the user **wants** to see.

Want to meet the "need for speed"? You can try Dynatrace for yourself. See how AI can help you navigate digital transformation at any speed.