

**Dodge County, State of Wisconsin
Information Technology
Wednesday, November 15, 2017**

Minutes of the November 15, 2017 Information Technology meeting held in the Dodge County Administration Building, in Room 1A, First floor in the Dodge County Administration Building, 127 E. Oak Street, Juneau, WI at 6:00 PM.

Members Present: Maly, Duchac, Bartsch, M. Bobholz, J. Bobholz

Members Excused: None

Also Present: James Mielke, County Administrator, Sheriff Dale Schmidt and Information Technology Staff Josh Kohlhoff and Dawn Lokken.

Meeting called to order at 6:00 PM by Supervisor Maly.

Supervisor Maly acknowledges that sufficient members of the Information Technology Committee are present and therefore there is a quorum at start of meeting.

Motion by Bartsch, seconded by M. Bobholz to approve Information Technology Committee agenda as presented and to grant permission for IT Committee Chair to deviate from agenda as needed. Motion carried.

Public Comment: Sheriff Schmidt addressed the Committee to clarify the status of the Spillman Records Management Software and the working relationship with the Sheriff Office and the Information Technology Department. He noted the implementation team of the Sheriff's office has always attempted to include and invite the information Technology staff to the Spillman meetings. He noted that during the course of the last two weeks, the cooperation received from the Information Technology staff has been outstanding.

Committee Member Reports: None

Motion by Duchac, seconded by M. Bobholz to approve minutes of the October 17, 2017 meeting of the Information Technology Committee meeting. Motion carried.

Motion by Duchac, seconded by M. Bobholz to approve minutes of the October 30, 2017 meeting of the Information Technology Committee meeting. Motion carried.

Motion by M. Bobholz, seconded by Duchac to approve per diem for ERP Project Management meetings for Committee Chair Maly on the following dates: November 7, 2017 (two meetings). Motion carried. Maly abstained.

Update: DataMax Evaluation: Discussion of the recent decision by DataMax to withdraw their proposal. Attempts to obtain further clarification have been unsuccessful.

Review, Consider Take Action – Department Evaluation Proposal: Administrator Mielke and Chair Maly provided an overview of the November 13th meeting with Inter Quest representatives regarding a department evaluation. Committee member concerns lead to a consensus of it is in the best interest to continue seeking evaluation proposals.

Update: County Building Door Access Controls: Mielke provided an update of information obtained by Information Technology staff and the Director of Physical Facilities clarifying who has access / ability to control the automated entrances to the Administration Building. The Committee expressed a need to continue the discussion at the December Committee Meeting.

Update: County Backup / Recovery Systems: The Committee reviewed the memo received by Information Technology Staff regarding the status of data recovery related to the courthouse and Clearview in addition to the capability and limitations to the Mayville Continuity of Operations site.

Information Technology Project Status Report: The Committee reviewed the memo from Information Technology staff dated November 9, 2017 (attached)

Next Meeting Date: Wednesday December 13, 2017 at 6:00 p.m. Room 1A

Meeting adjourned by Supervisor Maly at 7:07 PM.

Janice Bobholz, Secretary

Date

Project summaries – 11/9/17

Netsmart Project Summary

We have been working with Kim Nass in Corporation Counsel to facilitate an agreement with Netsmart on the list of major open items:

- Self-pay customization: The Fiscal staff has been working on completing billing statements. No issues have occurred so far. Dodge County has requested that Netsmart provide a walk-through of the month end close process. They have agreed to provide us one of their solution architects, Kyle Grove, who we have been working with over the past few months to correct issues. We are working on scheduling this to occur within the next week with the goal of closing the month of March soon. Netsmart would like to start the transition to support after the month-end walk through session. The group has brought up concerns on the responsiveness of support, as there are a number of open Financial-related support tickets that have not been addressed yet.
- PPS state reporting – Alyssa Schultz has been working on testing efforts. Testing has been a gradual process as errors are being worked through. Alyssa reported that she has successfully completed AODA reporting for the month of April. David Nicholson sent us the necessary files needed for groups on November 9 as a new 8206 update. This will be applied to development so that testing efforts can begin.
- Update on CarePathways Measure Reporting project for Meaningful Use Attestation - Netsmart has agreed to meet the deadline of April 1, 2018. The group is requesting a call be scheduled within the next week to discuss the statement of work, including defining the work/tasks required to accomplish as well as the project timeline. The group has also requested a written assurance that CarePathways is the last component required for Phase 2 Meaningful Use Attestation.
- JDE Import – Netsmart has provided Dodge County the JDE custom import on November 8, which has been applied to the development environment for validation by Netsmart and then further testing by Dodge County. Further discussions by Netsmart will be required to go through the testing process. Dodge County has agreed that the final delivery of the JDE custom import will be December 15 if it will be fully completed by this date.
- Financial training – Netsmart has agreed to provide Kyle Grove as the Financial trainer given his expertise in Dodge County's system. Netsmart is currently working on the statement of work given the documentation we have provided including the open items list and the list of questions compiled by the Fiscal staff. Dodge County is requesting that the on-site training occur on or before December 8.

Kronos Project Summary

- Kronos Version 8 update: Dodge County has now been live in version 8 for approximately one month. There have been multiple payrolls finalized since the upgrade with no reported payroll calculation issues. Overall, there have been a few minor issues raised but we are working with Kronos Global Support (KGS) to resolve them. Some of the minor reported issues were categorized as a PAR by KGS and will be fixed in a future service pack.
- Performance update: Performance training for managers has started this week and has been going good so far.

- Parking lot items: The Kronos core team has been working through the list of parking lot items.
 - Q3 legislative update: The testing of the Q3 legislative update has completed successfully and is scheduled to be applied to production on Thursday, November 9.
 - Completed parking lot items: Additional items that have been completed from the parking lot items list include the removal of attestation from the Highway department, the removal of the lunch deduction for all of the Highway department work rules, the Clearview attendance configuration review, and the adding of attestation to the terminals for maintenance.
 - New parking lot item: In discussions with HR regarding ACA, it was determined through KGS that service pack 15 will need to be applied to get the required ACA forms which will be needed by the end of the year. This service pack will be coming out at the end of November/beginning of December timeframe. As this upgrade will affect Timekeeper and HR/Payroll, the testing efforts will take top priority as ACA deadlines have to be met.

Spillman Project Summary

- Update on Crystal Server – Gene Riha and Erin Roberts met with the Sheriff Office team on November 7 to demonstrate the logon process on Crystal Server as well as discussing the saving of files and scheduling of reports. The group discussed the folder organization as well as users. Gene and Erin has received the list of users that will need to be created on the server and are working on creating the folder structure. The group will meet again on November 15 to go through the process and test the scheduling of reports.
- Update on TraCS interface – The Sheriff Office project team finished the user name translations necessary for the interface. The group is waiting for information from Spillman regarding the receipt of code tables from another WI agency. Information Technology has requested the scheduling of another testing session to make sure the interface and process is understood.
- Update on eReferral interface testing – The Sheriff Office project team has been working with the DA IT on the testing of the eReferral interface. In further discussions with Spillman, through testing efforts, there may be possible interface changes post go-live.
- Update on training - On-site training for specific areas is continuing, with Dispatch training starting next week. Users are continuing to work through on-line training in preparation for the on-site training.
- Update on data conversion - The Sheriff Office project team is continuing to work on testing/reviewing of data for the data conversion and noting issues. The next data conversion mock is scheduled for delivery next week.
- Update on Insight Query – After further discussions with Spillman, the Department of Justice needs to be connected to add the necessary routes for communication. Spillman has provided a contact at the Department of Justice. We have been in email contact to provide further information to the Department of Justice.
- Update on InTouch – Dawn Lokken has completed the basic testing on connecting to Spillman using the InTouch app. However, further discussions on dual authentication and encryption of devices are necessary for CIJS requirements.

- Update on WIJIS – Shane Van Loenen and Erin Roberts are working through setup with the Department of Justice and Spillman. Spillman will be providing a contact with another WI agency so we can discuss specifications of setup further.
- Update on Multi-Factor Authentication Installs – Dawn Lokken and the Technical Services team have three more outside agencies completed and one more agency scheduled for Friday. Four outside agencies are left and will need to be completed the week of November 13. Six Dodge County MDC's are left to update; they are still on track to be completed by next week. A total of 103 devices have been completed as of Thursday morning.
- Update on PSN – Chris Kalina sent all of the PSN assignments to Dawn Lokken except Beaver Dam. Dawn is working on entering these into Spillman, about ½ are complete. These should all be entered by mid next week.

ERP Project Summary

Andy Miller, Veterans Service Office, has joined the Project Management Office (PMO). His position on the ERP project will be a Systems Integrator. This position bring together component subsystems into a whole and ensures that those subsystems function together.

- The contract is in its final phase of review. As an update to the concern regarding the process in which Tyler will gain remote access to the Dodge County system for technical support, a discussion was had that included IT, members of the PMO team, and GFOA. The team reviewed the two remote support platforms used by Tyler, both of which are secured options: Bomgar and GoToMeeting. GFOA informed the team that our contract does not require either of these two platforms, and we will not be required to allow unattended access to the Dodge County system. This means that Dodge County IT will be able to control when Tyler accesses the Dodge County system at the time of request and will have the ability to virtually escort any representatives when necessary.
- Update on interfaces - More discussions were had on the interfaces within the scope of work and more details of the interfaces with Kronos will be discussed in the upcoming weeks to finalize the Kronos SOW documents.

MatrixCare – Clearview Project Summary

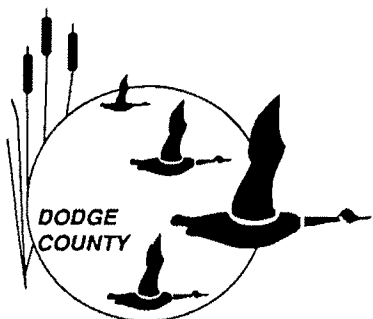
- Update on Data Conversion and Clinical setup - The project team is currently in the midst of the resident data conversion from ECS. There were some issues identified in the initial conversion performed, however a resolution plan has been defined and agreed upon by all project members. Additionally, the project team has been continuing to work on setting up care plan templates. These templates will later be completed for all residents in MatrixCare once the data conversation is complete and validated.
- Update on Financial setup - In December, the Clearview Finance Department will continue their configuration set up to prepare for going live with billing in January. The financial phase of this project is still expected to go live in January 2018 and will start with billing for the month of December.
- Update on go-live - The initial go-live for the first phase of the project has been pushed back to Monday, Dec. 11th. This decision to postpone the first phase was based on the number of outstanding items needing to be set up by the Clearview project team and the amount of time it

will take to complete the care plans for all residents once the conversion is complete. Also, Clearview will need reconcile all the medication orders from the OmniCare pharmacy interface that will be imported into MatrixCare to enable the electronic interface at the time of go-live for this first phase.

- Go-live timeline summary - To summarize the go-live timeline, there are three phases in this project to allow the project to go-live in conjunction with submitting state required data in ECS until MatrixCare MDS is live. 1. The core suite (resident admissions/discharges/face sheet/care plans, etc) CareAssist (charting, documentation, and eMAR) will go live on Monday, Dec. 11th 2. MDS submission from MatrixCare data to state is expected December month-end, and 3. Clearview Finance will be live in MatrixCare on January 8th for client banking and billing for December 2017 onward.

Door Security Update

- All of the card readers have been upgraded to the new HID readers in Admin, Highway, Clearview, and Henry Dodge. The only exception is the reader on the cooler at Henry Dodge, used by the medical examiner. I am trying to coordinate a date/time with PJ as he needs to be present when this reader is replaced.
- The HID fobs for the Juneau police have been given 24/7 access to the County buildings in Juneau: Admin, Highway (including gates), Clearview, and Henry Dodge.
- Accurate Controls has been contacted for a quote on providing lockdown buttons for the Admin and Henry Dodge building. Each of these buildings would have two buttons that would lock all of the exterior doors. Clearview currently has a lockdown button located at their front reception desk. When activated, the system locks all exterior doors and dials up to four phone numbers to notify of the lockdown. To come off of lockdown, one of those notified individuals needs to use a key to release the lockdown. Northview Heights also has a lockdown button, but it only activates their main outer door and does nothing to the Human Services entrance on the ground floor. Additionally, the Northview Heights button is a push in to activate and pull out to deactivate. At this time, the quote is requesting a push in and pull out button, not a key required for release. It also does not contain any dialing capabilities for notification of the lockdown. Both of these can be adjusted in the quote if needed.



ADMINISTRATION DEPARTMENT

JAMES MIELKE, COUNTY ADMINISTRATOR

127 East Oak Street, Juneau, Wisconsin, 53039 (920) 386-4251

To: Dodge County Information Technology Committee
Dodge County Finance Committee
From: Jim Mielke
Date: December 7, 2017

Re: County Board Resolution - Information Technology Committee

The following information is the result of conversations with current employees of the Dodge County Information Technology Department. The information was presented to me for awareness and to provide a collaborative approach to correct existing vulnerabilities to the Dodge County network infrastructure.

Background Dodge County Data Center: The main data center for the Dodge County network is located in the Courthouse. During the design phase of the Clearview facility a decision was made to incorporate a disaster recovery room at Clearview which would be connected to the data center by fiber optics. The connection is through a "ring" of fiber optics which is designed to provide uninterrupted flow of data in the event the fiber optic line is damaged at a single point. The goal was to provide a secure backup site to eliminate any loss of data if there was an issue of operability at the main data center (i.e. fire, water damage).

In 2014 there was an upgrade to the Storage Area Network (SAN) located at the Courthouse. At the time due to financial limitations a decision was made by the Information Technology Director to purchase a redundant SAN for the Clearview site in 2015. During this time period, Dodge County purchased the current Mayville Highway satellite shop building. Internal discussions were held involving Information Technology, Administration and Emergency Management to use the location as a site for county continuity of operations (COOP) in the event operations in Juneau were unable to continue due to a catastrophic event.

Unknown to the Administrator and the Information Technology Committee a decision was made to abandon the original plan of utilizing Clearview as a true redundant data center site and focused on utilizing the Mayville Highway Shop as a combined redundant data center location and a COOP site. However for a variety of reasons the alternative plan has not been implemented which creates significant vulnerability to Dodge County if the main data center is compromised. If there is a loss of the main data center without having a redundant data backup, the Dodge County network would be down for an extended period of time, potentially measured in weeks. This would result in county operations being conducted manually (paper and pen) without access to existing data and related forms or documents.

Mayville Continuity of Operations Site: As noted above, the current Continuity of Operations Plan is to relocate County operations to Mayville in the event of a catastrophic event impacting Juneau. A test exercise of the COOP plan was held on June 20, 2016. The exercise involved many county departments.

Employees reported to the Mayville location and were able to access the network and data from the site. Unfortunately the exercise was not as it appeared. The original planned “cloud” based system for accessing the network data was not a successful option. Information Technology department staff were told to provide the illusion that the cloud based system was operable. The reality was, access at Mayville was being provided through the network in Juneau. At this time there is not a viable means to access the network data and provide redundancy in the event Juneau is not accessible. The current situation is contrary to what has been portrayed to county departments and the Information Technology Committee. The goal is to add replication of mission critical servers to the Mayville site. There is capacity and ability to add additional servers as needed dependent on the severity and duration of the event

Information regarding the status of the courthouse data center and the Mayville COOP site were presented to the Information Technology Committee on November 15th. The Committee was advised that efforts are being made to determine the proper solution for addressing the deficiencies at the Clearview disaster recovery room and at the Mayville COOP site.

Corrective Measures: Since being told of the risk and exposure faced by the County by Information Technology Network Administrators Josh Kohlhoff and Shane Van Loenen in early November options for addressing the vulnerabilities have been researched. Contact was made to an outside data specialist firm by the name of Sirius. Company information can be found at Siriuscom.com. Local representatives are located in Port Washington. A Sirius team consisting of three representatives have met with Information Technology staff to obtain information regarding the current status of the data center to assist in providing a response to meet the needs and eliminate the existing vulnerabilities.

A proposal has been received to implement the proper corrective measures to address both issues. The attached Resolution provides a summary of the proposal along with cost information. The goal is to obtain County Board approval on December 19th. If approval is obtained, equipment will need to be ordered and installed. A tentative timeline calls for completion of the upgrades by March 1, 2018.

Resolution Authorizing the Purchase of Computer Equipment and Services for the Data High Availability and Disaster Recovery Project

TO THE HONORABLE BOARD OF SUPERVISORS OF DODGE COUNTY, WISCONSIN MEMBERS,

WHEREAS, the Dodge County Information Technology Committee (Committee) has evaluated the current Information Technology infrastructure and system redundant capabilities, including replicating and storing Dodge County system information and Dodge County data; and,

WHEREAS, the Committee has also evaluated the current disaster recovery and continuity of operations needs as related to county systems and data; and,

WHEREAS, the Committee has determined that it is necessary to purchase computer hardware, software, professional services, and support services for the purpose of archiving and storing Dodge County system information and Dodge County data to address Dodge County's disaster recovery, system redundancy, and data storage needs; and,

WHEREAS, the Information Technology Committee has received a proposal from Sirius Computer Solutions for the Data High Availability and Disaster Recovery Project (Project), a summary of which is attached hereto and incorporated herein as Exhibit "A"; and,

WHEREAS, a copy of the proposal documents for the Project from Sirius Computer Solutions are on file in the Office of the Dodge County Clerk and may be viewed during normal business hours; and,

WHEREAS, funding for the Project is available through a combination of appropriations in the approved 2017 and 2018 Information Technology Budgets and 2017 County Sales Tax Revenues in the Business Units and Accounts as set forth on Exhibit "B", attached hereto and incorporated herein; and,

WHEREAS, the Committee has formed the considered conclusion that it is necessary to implement the Project and recommends that the Dodge County Board of Supervisors approve and accept the written proposal from Sirius Computer Solutions for the Project and authorize the purchase of computer hardware, software, professional services, and support and maintenance services from Sirius Computer Solutions, at a purchase price not to exceed \$427,110;

SO, NOW, THEREFORE, BE IT RESOLVED, that the Dodge County Board of Supervisors hereby approves and accepts the written proposal from Sirius Computer Solutions, in the amount not to exceed \$427,110, for the Project and authorizes the Dodge County Administrator to purchase the equipment and services necessary to complete the Project; and,

BE IT FURTHER RESOLVED, that the Dodge County Board of Supervisors hereby authorizes and directs the Dodge County Finance Director to carry over funds in the 2017 Budget of the Dodge County Information Technology Department to the 2018 Budget of the Information Technology Department as set forth in Exhibit "B"; and,

1 **BE IT FINALLY RESOLVED**, that upon properly presented invoices, in a total amount not to
2 exceed \$430,000, the Dodge County Administrator is authorized to make payment of such invoices, as
3 appropriate, from the Business Units and Accounts reflected on Exhibit "B", attached hereto.

4
5

6 All of which is respectfully submitted this 19th day of December, 2017.

Dodge County Information Technology Committee:

Donna Maly

Mary J. Bobholz

Jeffrey Duchac

Janice K. Bobholz

Jeremy Bartsch

FISCAL NOTE:

The revenue/expenditure is contained in the 2018 budget: ____ Yes X No ____ N/A.

Budget Impact: \$427,110. Finance Committee review date: December 12, 2017.

Chair initials: ____.

Vote Required: 2/3 Majority of Members Elect.

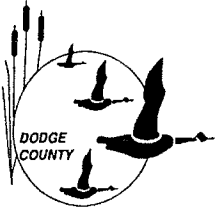
Resolution Summary: A resolution authorizing the purchase of computer equipment and services from Sirius Computer Solutions for the Data High Availability and Disaster Recovery Project.

Pricing Proposal Combined HA and DR Gold

EMC Unity + PP	\$209,750	NA	\$209,750
Isilon	\$59,425	NA	\$59,425
Zerto	NA	\$45,600	\$45,600
SFPs	\$2552	NA	\$2552
HPE Servers	\$55,873	NA*	\$55,873
Services	\$25,000	\$21,000	\$46,000
VNX Support	NA	\$7910	\$7910
Total	\$352,600	\$74,510	\$427,110

* - Implies reutilization of existing spare servers

13



Dodge County, Wisconsin
Finance Department
Unbudgeted/Excess Revenue Appropriation
Revenue and Expenditure Adjustment Form
For County Board Presentation
 Effective January 1st, 2016

Doc = BX
 Ledger = BA

Date: 12/6/17

Department: Information Technology

For Finance Department use only	
Doc#	_____
Batch#	_____
GL Date:	_____

Description of Adjustment:

Carry over 2017 Funds, Re-appropriated 2018 Budget and Appropriation of Sales Tax Fund Balance.

Budget Adjustment

Business Unit Number	Account Object Number	Subsidiary Number	Description	Amount
2017 Carry over Funds				
1801	5121		Wages and Benefits	(19,000)
1801	5214		Data Processing Service	(45,000)
1801	5225	112	Mobile Services	(2,000)
1801	5249		Computer Maint, Lic & Repair	(5,000)
1801	5475		Co. Telephone Services	(10,000)
1811	5249		Computer Maint, Lic & Repair	(63,000)
1811	5818		Computer Equipment	(13,000)
1811	5332		Automobile Allowance	(1,500)
1811	5336		Lodging	(1,000)
1816	5226		Internet Service	(4,000)
1819	5249		Computer Maint, Lic & Repair	(36,500)
1491			Sales Tax Remittance	(100,000)
			2017 Sub-Total	(300,000)
2018 Re-appropriated Budget				
1801	5214		Clean Up Group Policy	(12,110)
1811	5818		Expanded Data Capacity	(65,000)
1811	5818		Brocade Switches	(20,000)
1811	5818		Computer Equipment	(30,000)
			2018 Sub-Total	(127,110)
			Total Dollars to Fund this Project	(427,110)
Budget Amendment Posted As:				
1811	4932		Fund Balance Forward	(300,000)
1801	5214		Data Processing Services	(12,110)
1811	5818		Computer Equipment	312,110