

MINUTES
Information Technology Committee
Wednesday, February 6, 2019

Minutes of the February 6, 2019 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: Donna Maly, David Guckenberger, Kevin Burnett,

Members Absent /Excused: Mary Bobholz, Tim Kemmel

Also Present: James Mielke, County Administrator; Justin Reynolds, County IT Director

Meeting called to order at 6:01 p.m. by Committee Chair Maly

Public Comment: None

Motion by Guckenberger, 2nd by Burnett to approve the minutes of the January 15, 2018 Committee meeting. Motion carried.

Review, Consider, Discuss and Take Action: Meeting Per Diem(s) Chair Donna Maly – ERP Project: Motion by Guckenberger, 2nd by Burnett to approve per diems for the following dates:

- January 22, 2019
- January 25, 2019
- February 4, 2019
- February 6, 2019

Motion carried – one abstention (Maly)

Discussion - Information Technology Policies: No action taken. Consensus of the Committee to resume policy discussion in future meetings to provide Justin Reynolds, Information Technology Director, time to review current County IT policies. Committee briefly discussed email records in regards to open records requests.

Update: Courthouse Audio Visual Project: Reynolds provided an update of the project status. He noted, the project is meeting the established timeline. The County project stakeholders met on January 24th to discuss the potential audio/video phone conferencing solution to be used within the courtrooms, and the consensus was to move forward with the solution, as the solution met operational needs. Pro Audio Design and IT Dept. have a status meeting scheduled on February 7th, regarding Request for BID and technical design documents. A design walk-through review is scheduled for February 8th. The program narrative has been completed, design documents are under review.

Wisconsin Counties Association Webinar – Digital Counties Outcomes & What Comes Next:

Mielke/Maly/Reynolds provided an update information regarding the January 21st webinar. Josh Kohlhoff, Justin Reynolds, Donna Maly, and James Mielke participated in the webinar. The webinar was very high level discussion of future technology solutions counties may need to consider, review, and monitor.

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2018 Budget Preliminary Review of Carryover Requests: Mielke/Reynolds provided a brief summary of proposed carryover requests. They noted the requests to carryover dollars to the 2019 budget are for the same purpose as originally budgeted.

Motion by Guckenberger, 2nd by Burnett to approve carryover requests for the following projects. Motion carried.

- ERP Project
- Kronos Statement of Work(s)
- Courthouse AV Project
- Network Infrastructure

Information Technology Project Status Report: The Committee reviewed the memo from Information Technology staff dated February 6, 2019. (attached) Mielke/Reynolds provided a brief summaries of the ERP, NetSmart, Kronos, Computer, County Boardroom Software, and Courthouse A/V projects. Committee discussed the NetSmart project closure.

Adjournment: The meeting was adjourned at the Order of the Committee Chair at 6:41p.m.

Next Meeting Date: Tuesday Wednesday March 12, 2019 at 6:00 p.m. Room 1A

David Guckenberger, Secretary

March 12, 2019

Date

PACKET
Information Technology Committee Meeting
Tuesday, March 12, 2019 – 6:00 p.m.
Administration Building
Room 1A – Administration Building 1st Floor
127 East Oak Street, Juneau, Wisconsin 53039

DISCUSS: Department Policies

- Review of “Effective / Approved” Information Technology (IT) Policies, Procedures, and Guidelines
 - HR Personnel Policy & Procedures - <https://www.co.dodge.wi.gov/home/showdocument?id=8655>
 - HR Policy 304 – Computer Use (08/05/2014)
 - HR Policy 309 – Social Media (08/05/2014)
 - HR Policy 310 – Use of Telephones and Other Communication Equipment (08/05/2014)
 - HR Policy 314 – Texting Policy (06/02/2015)
<https://www.co.dodge.wi.gov/home/showdocument?id=12578>

- Review of “Previously Discussed” Information Technology (IT) Policies, Procedures, and Guidelines
 - IT Department Policies, Procedures, Guidelines, and Standard (07/13/2018)(River Run)
 - Department Responsibilities – Standard
 - Asset Management – Procedure
 - Helpdesk / Remote Support – Procedure
 - Password – Policy
 - Employee Exit (non-IT & IT) – Policy/Procedure
 - Inclement Weather – Procedure
 - Personnel Assignments – Guideline/Procedure
 - *Department Responsibility Organizational Chart & Emergency Contact List*
 - Budget Standards
 - Cable Standardization – Standard
 - Remote / VPN / Vendor Connectivity – Policy/Procedure
 - Data Backup – Policy/Procedure
 - Physical Site Access Control
 - Contingency Planning – Disaster Recovery Plan
 - Access Control
 - Mobile Device Management
 - Records Retention – Policy
 - Disposal or Retirement of Technical Assets
 - Security Incident Response Protocol
 - IT Employee Code of Conduct

- Review of “Other Organizations” Information Technology (IT) Policies, Procedures, and Guidelines
 - Wisconsin Department of Administration
 - University of Wisconsin – Department of Information Technology
 - Previous - Digital Counties Survey Winners
 - Brown County
 - Chippewa County
 - City of Fond Du Lac
 - Door County
 - Oneida County
 - Waukesha County

- Discuss direction, priorities, & review schedule of Dodge Count (IT) Policies, Procedures, and Guideline

UPDATE: GovTech – Digital Counties Survey 2019

- Submission Deadline: Thursday, April 4, 2019 - www.govtech.com/cdg/digitalcounties2019
- GovTech – Digital Counties Website - <http://www.govtech.com/dc/digital-counties/>
- Digital Counties Survey 2018 – Winners
 - <http://www.govtech.com/dc/digital-counties/Digital-Counties-Survey-2018--Winners-Announced.html>
 - Up to 150,000 Population Category

UPDATE: Court House Audio Visual Project

- Request for BIDs released – February 20st
- Mandatory vendor walk-through – March 1st
- Vendor questions due – March 13th
- BIDs Due / BID Opening – March 20th @ 3:00pm

NOTES:

- Dodge County received the Construction Documents from Pro Audio Designs on Feb 4, reviewed and returned on Feb 11 with comments.
- Pro Audio Designs provided their Bid Documents on Feb 18. Jamie Bechwith (Purchasing) worked with Kim Nass (Corporation Counsel) to provide the Dodge County portion of the bid documents. Documents were reviewed by Jamie, Kim, Phil Roeglin (Pro Audio Designs), and Ian Dodge / Travis Nickels (Information Technology).
- Jamie posted the bid on Feb 20.
- The mandatory pre-bid meeting took place in Branch 1 at 1:00pm on March 1. Fourteen (14) people attended, representing ten (10) different companies.
- Questions brought up in the pre-bid meeting have been answered in the first addendum, released on March 4.
- Vendor questions are due by March 13, and bids are due by 3:00pm on March 20.

UPDATE: Information Technology Projects Status Reports

- ERP Project
 - ERP Project Publication Volume #32
 - 19.03.05 Status Report for Finance Committee
- HIGHLIGHTS:
 - Identifying ERP users & security access by Dodge County departments
 - Training ERP “functional leads” on accounts receivable, work-orders, asset maintenance, activity (projects & grants) accounting, accounts receivable, employee expense reimbursement, capital assets, budget proofing, workflows and security, cash management...
 - Training ERP – Tyler Munis University
- HR & Finance System Integration Project
 - Continue to work with Tyler Munis & Kronos project management & systems/database integration
 - Employee Demographics
 - Salary Rate Table
 - Benefits Costs
 - Payroll Budgeting
 - Work Orders
- Network Infrastructure Project
 - File Server Storage Synchronization – Completed
 - File Server Backup Solution Replication – Completed
 - Firewall Configuration Migration – Completed
 - Body Camera Storage Migration – Started near Completed
 - County Internet/Phone Service Upgrade – 1Gbps – Mid. March
 - Firewall / VPN – Cut-Over Temporary Scheduled – Early April

 - Monthly Server Maintenance Updates – Successful

UPDATE: Information Technology Systems Status / Progress Reports

- CORE/MAJOR Systems Report
- Help Desk Report

Human Services & Health Department - NetSmart

- PPS state reporting: Alyssa Schultz reported that the PPS reporting for the months of November and December are complete.
- Update on billing: Monica Hooper reported that the month of January has been closed in Netsmart. The fiscal staff will be starting February billing runs soon.
- Update on open issues: We are continuing to meet with Scott Miller, our client alignment representative from Netsmart, every two weeks regarding our open issues to ensure that they get resolved in a timely manner.
- IT is working with Netsmart on an issue discovered during the running of the last PPS extracts needed for PPS reporting. This includes reviewing server and database settings to ensure the system is configured optimally.

Human Services & Health Department – NetSmart – continued...

- Update on Meaningful Use attestation: The Meaningful Use consultant was on-site to work on Phase 2 attestation with Alyssa Schultz on Monday, February 18. They were able to successfully attest for one of the prescribers. Alyssa is working with our Meaningful Use consultant to complete the attestation for the other prescriber.
- The Meaningful Use Phase 3 project has begun. The myHealthpointe Patient practice portal has been configured; training is ready to be scheduled. We are working on scheduling the 2-hour training session with the prescribers sometime soon.
- HSHD/IT ordered 2-factor tokens for NetSmart prescription ordering.
- IT met with HSHD/NetSmart (Scott Miller) (Wed. 3/6) to discuss (6) open cases and (20) 2019 closed cases. IT is working with NetSmart for system best practices, and is looking to schedule “health-check” & “tune-up” sessions.
- Dodge County IT & HSHD will continue to work with NetSmart to find a consistent/reliable version/solution.
 - NetSmart - Server/Database Requirements & Best-Practices
 - Resolve – PPS slowness & tempDB growth
 - Statement of Work for Server-realignment
 - NetSmart “Health-Check” & “Tune-Up” – routine schedule for self-hosted system
 - Gather contact information for other NetSmart “myevolve” and “self-hosted” customers

Clearview – Matrix Care

- Update on saving observations: Clearview has reported the issue with some users losing data when working with observations forms is still occurring since 2019 R1 update. MatrixCare is no longer able to replicate on their end, however. For us, the issue may have evolved and is now related to a new issue where the secondary window flips behind the primary window in the middle of typing. We also have an issue where the user session is timing out when accessing the CAA and MDS. MatrixCare is testing further to replicate for development to review.
- System outages in February: there were three outages that occurred in the month of February. Since MatrixCare is a cloud solution, MatrixCare reported two of the outages caused by the Microsoft Azure data center and one outage due to the 2019 R1 system upgrade taking longer than expected. MatrixCare apologized and explained they worked with Microsoft to prevent the issues occurring. MatrixCare would not provide detail as to what specifically caused the outages.
- Next steps: IT and Clearview have scheduled a follow-up call with MatrixCare later in March to discuss the on-going issues and what development has been able to accomplish to resolve.

Human Resources Department – Kronos

- Update on Compensation:
 - The compensation interfaces are continually being monitored by HR to ensure all records look correct.
- Parking lot items: The team has been working through the list of parking lot items. The recent items include:
 - Legislative update 2018Q4SR1 was successfully applied to production on February 7.
 - IT will be meeting with HR and Finance on March 12 to discuss the setup of a fund balance employer fee for Workers Compensation.
 - IT is working with HR and Finance to provide access to a payroll summary data report.

Land Resources & Parks - GCS

- LandNav 10.27.01 software update: the latest version of the GCS modules was installed in the test environment and is currently being testing by Land Resources and Parks as well as the Treasurer's office
- Permit data conversion: the Code Enforcement division in LRP has worked with IT to provide their current Access databases with GCS to re-convert the permits data. Code Enforcement plans to use the Permit Tracking module within GCS and eliminate their current Access databases.
- Online Specials Assessment Submission: IT and the Treasurer will be meeting with GCS later in March to discuss the a new option to accept Specials Assessments values from the municipalities. Currently and in previous years, this was conducted using Excel spreadsheets that would then be imported into GCS. With the enhancements made to the Land Information Search Tool, local municipalities will be able to log into their own account and enter the special assessment values directly through the portal, which will then be added directly to the GCS database. The anticipated go-live is for the next tax collection time later this fall.

Dodge County – Email System

- Suspicious -login- SPAM emails were reported. The individual (1) account was identified, password reset, monitored, and resolved.
- Very inappropriate SPAM emails were reported on (3/2). The root cause for the very inappropriate SPAM emails allowed into the email system was identified as an expired license, which Dodge County IT was finalizing (cost/benefits analysis) with the vendors. A temporary license restored the systems protections, which typically security solution have a grace period to allow for licenses discussions. Dodge County IT was able to remove the very inappropriate emails from internal email accounts.

2019 Computer Replacements

- **All-in-one computers** have been delivered and we are deploying them.
- **SO Toughbooks** – these have been delivered. We will begin getting them ready to deploy, and work with the SO on timing of the new squads and the car dock installation. Squads expected delivery is in April.
- **Portal computers** are being installed one by one to make sure all is working correctly.
- **Inmate computers** – working on configuration lock down software.
- Anticipating a **new image runner** install for 2nd floor at the HS building - this has been installed
- **Training Room**- The training room is now updated with new computers and new monitors.
- **County Board Room Software** – work on with Roll Call in the upgrade. Completed

UPDATE: Information Technology Cross-Functional Teams

- Intra- & Inter- Departmental Team Building Meetings

- Inter**-Departmental Team Building

- Clearview
 - Corporation Console
 - County Administrator
 - County Clerk
 - Emergency Management
 - Finance
 - Highway
 - Human Resources
 - Human Services & Health
 - Land Resources & Parks
 - Medical Examiner
 - Physical Facilities
 - Register of Deeds
 - Sheriff
 - *District Attorney*
 - *Veterans Services*

- Intra**-Departmental Team Building

- Network Services
 - Information (Database) System Services
 - Technical Services
 - IT Communication
 - Technology Support
 - Electronics Services

Next Committee Meeting Date: Tentative Date April 9, 2019 Meeting location, Room 1A, First Floor, in the Dodge County Administration Building 127 E. Oak St. Juneau, Wisconsin.
IT Committee Meetings schedule – 2nd Tuesday of each month @ 6:00pm

Adjournment.

Donna Maly, IT Committee Chair

March 12, 2019

Date

David Guckenberger, IT Committee Secretary

March 12, 2019

Date