

PACKET
Information Technology Committee Meeting
Monday, June 10, 2019 – 6:00 p.m.
Administration Building
Room 240 (ERP) – Administration Building 2nd Floor
127 East Oak Street, Juneau, Wisconsin 53039

MINUTES Information Technology Tuesday, May 7, 2019
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Minutes of the May 7, 2019 Information Technology meeting held in the Dodge County Administration Building, in Room 240 (ERP), Second 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, and Mary Bobholz.

Members Absent /Excused: Tim Kimmel

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

Previous Committee Meeting Minutes: Motion by Burnett, 2nd by Maly to approve the minutes of the April 2, 2019 Committee meeting. Motion carried. Kimmel absent.

Meeting Per Diem(s)

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

- April 3rd, 2019 (*ERP Asset Management & Inventory HWY*)
- April 4th, 2019 (*ERP Project Review & Updated Discussion*)
- April 10th, 2019 (*Dodge Co. ERP Project Status Discussion w/ Tyler Munis*)
- April 16th, 2019 (*ERP Steering/PMO Meeting*) (no mileage)
- April 17th, 2019 (*HR System, Compensation Management, PMO Disc*)
- April 22nd, 2019 (*HWY CHEMS & PMO Discussion w/ Tyler*)
- April 26th, 2019 (*Payroll, CHEMS, Tyler Codes, & Project Schedule*)

Guckenberger requested more information regarding the ERP Project meetings. Discussion included project management framework with steering committee members update and project charter schedule update.

Maly abstention. Motion carried. Kimmel absent.

Action - Information Technology Mission/Vision/Policies Update:

Reynolds/Mielke provided three examples of Information Technology Mission & Vision Statements; along with list of core values and strategic (SMART) goals. IT Committee members agreed the strategic statements should reference: “quality service”, “cost effectiveness”, “learning together”, “empowerment of operations”, “building partnerships”, and “continuous improvement”. IT Committee appreciated the IT Department’s list of core values; especially “responsive”, “proactive”, and “alignment”. IT Committee provided their individual feedback regarding the different IT Mission & Vision Statements, and requested a final DRAFT IT Mission & Vision be presented at the next IT Committee for approval or final adjustments.

Action – Department Continuous Improvement:

Reynolds/Mielke shared Dodge County submitted an entry into the 2019 Digital Counties Survey, appreciated the information gathered during the survey, and Dodge County looks to have a great opportunities to be recognized. Each year, Dodge County will utilize the Digital Counties Survey as an opportunity as a self-assessment with other nationwide Counties. Reynolds showed appreciation for attending the Spring GIPAW Conference in Fond du Lac, May 15th-17th, and shared information regarding the conference sessions and vendor show. Reynolds/Mielke requested out of state travel (miles only) for the 1-day HR System User Group in Schaumburg, IL. Reynolds shared the HR System is a major/core system of Dodge County. The user group conferences are a great way to learn from other Counties using the same system, learn of system enhancements/roadmaps, and continually learn together and build partnership. Mielke shared that the same

two staff members attended the user group conference last year in Schaumburg, IL. Reynolds shared the out-of-state-travel request will also be shared at the County Executive meeting. Motion by Guckenberger, 2nd by Burnett to approve the out-of-state travel. Motion carried.

Update – Information Technology Project Status Report:

Mielke/Reynolds provided an update of the **Courthouse Audio/Visual Project** status, as of May 7th, 2019. Reynolds/Mielke shared that the contract between the awarded contractor and Dodge County was finalized, and the project kick-off meeting was completed. Reynolds shared that the project weekly-status-meetings have been scheduled, 3-4 weeks estimation on delivery of equipment, A/V network switches may be upgraded through a change order, and drawings/touch-panel-layouts are the area of focus for the next few weeks. Reynolds shared Courtroom#1 is scheduled to start construction, June 3rd 2019. Courtroom#5 will follow with an anticipated start in mid-July. Reynolds shared the overall Courthouse Audio Visual Project is off with a good start. IT Committee showed appreciation to the project team, and look forward to the project status updates.

Mielke/Maly/Reynolds provided a status update for the **ERP Financial Project** status, as of the 7th day of May 2019. Reynolds/Mielke shared the new “Go-Live” date of January 1st, 2020 for all ERP & EAM migration, and the new “System Ready” date of October 18th, 2019. Reynolds/Mielke shared all the components of the ERP Financial Project for review. Reynolds/Mielke shared that the new dates allow for “quality assurance testing” in June and July, “power user training” in August-September-early-October, and “end user training” in late-October-November-December. Reynolds/Mielke shared that “system security & workflows” and “system integrations” will also occur in June-July-August to prepare the system before the Oct. 18th “System Ready” date ahead of the “end user training”. Mielke/Maly/Reynolds shared the goal of the schedule change is to allow time for quality testing, configuration, and training. Reynolds/Mielke also shared the schedule change will allow for the 2020 Budget Building to be completed with the current financial system and processes, because the County Leadership is already familiar with the process and same system. Once the 2020 budget is County Board approved, the County Leadership will use their real-live-data to enter into the new system. IT Committee agreed that using the real-live-data enhances the training experience for the new ERP system. Guckenberger requested more information regarding when and how the decision to change the project schedule. Mielke/Maly/Reynolds shared the decision was a collaborative team review and discussion through-out the month of April 2019. Mielke shared the decision was not made lightly, and the collective team agreement was in the best interest of Dodge County. Mielke stated the Project Team, County Leadership, and Supervisors have a common goal with the successful completion of the ERP Financial & EAM implementation. Guckenberger requested more information regarding the “outstanding” and/or “overdue” tasks, because the status reports should show the project risks. Burnett/Bobholz shared interest in the status reports and tasks. IT Committee/Mielke/Reynolds agreed. Reynolds will provide the ERP Project status reports and tasks. Guckenberger/Burnett/Bobholz inquired regarding the project staffing and budgetary resources. Reynolds/Mielke/Maly shared the ERP Project budgetary resources are within budget, and the team is doing their best to ensure the schedule change is in the best interest of Dodge County resources. Guckenberger/Burnett/Bobholz requested more information regarding project staffing for the best interest of the project success. Mielke/Reynolds shared Dodge Co. is monitoring the staffing resources affecting the ERP project, working with GFOA for financial best practices, and Dodge Co. will continually evaluate and make recommendation in the best interest of Dodge County. Mielke shared the Financial Department staffing updates, and Reynolds shared the Information Technology Department staffing updates and considerations.

Mielke/Reynolds provided a status update for the **ERP EAM Work Orders & Asset Management Project**, as of May 7th 2019. Mielke/Reynolds shared the EAM schedule will not change with the ERP Finance. The non-Highway EAM schedule will start mid-May with the Oct. 18th “System Ready” and Jan. 1st, 2020 “Go-Live”. The Highway EAM is scheduled to start up again in August and September, which will allow for the new HWY office staff onboarding. Mielke/Reynolds shared in the meantime Dodge Co. will review the current Highway EAM system plan with alignment to the State of Wisconsin Department of Transportation (DoT) reporting and Highway operational management information systems. Dodge Co. is schedule to complete the alignment review by late-May or June. Guckenberger inquired more information regarding the Highway EAM system plan. Reynolds/Mielke shared the current information regarding the possible balance between the Highway System and the ERP Financial systems, utilizing one system is still a goal of Dodge County, but the system alignment review will ensure the due-diligent plan is in the best interest of Dodge County and Highway operations for short-term and long-term.

For the **HR/ERP Integration Project**, Reynolds shared that the project team is working through the detailed interfaces between the two systems/companies; which include Employee Demographics, GL Actuals, Garnishments & Payroll Disbursements, and Positioning Budgeting for next year’s budget. Reynolds shared the Employee Demographics is near completion and testing will be ongoing. Reynolds shared the schedule change allows for more quality work time for the system integrations.

For the **Network Infrastructure Projects**, Reynolds shared that Dodge Co. requested a new Internet/Phone Service Router from the Service Provider, because the previously router provided by the Service Provider did not meet the needs for Dodge Co. Dodge Co. expects the new router installed by mid-July, due to billing adjustments. Reynolds shared that Dodge Co. is scheduled to upgrade the County Firewall/VPN system early morning on May 8th. Reynolds shared that the Dodge Co. Uninterrupted Power Supply (UPS) in the data-center failed recently, IT replaced the batteries that did not resolve the issue, and IT is working with a local electrical engineer from the UPS manufacture to recommend a short and long-term cost effective solutions. Reynolds shared that IT is expecting the replacement proposal soon, IT will work with Physical Facilities, and hopes to replace the UPS soon.

Update: Information Technology System Status / Progress Reports:

Reynolds shared an update regarding the Human Service & Health System, which included the IT review of on-premise server alignment to the software provider’s best practices. Since the servers need to be upgraded, Dodge Co. IT will review the features, contracts, and costs analysis between on-premise and hosted solutions. Reynolds shared the Clearview System is working well, no report necessary. Reynolds shared the Human Resources System has some ongoing program adjustments based on Dodge Co. needs, and on-going integration with the ERP Financial system. Reynolds shared the Land Resources & Parks (LRP) System is working well, and has some schedule upgrades soon, which IT is working with LRP. Reynolds shared the County Email System Security has been renewed until the end of 2019, and IT will evaluate the solution for features and costs possible alternative. Reynolds shared computer replacements and helpdesk report.

Action: Information Technology Strategic Action Steps:

Reynolds/Mielke mentioned the upcoming Dodge County Capital Improvement Plan (IT) 2019-2020, and welcomes feedback from the IT Committee. Reynolds/Mielke shared that IT Dept. will start the 2020 Budget projections with all Dodge Co. Leadership starting in June 2019. Reynolds/Guckenberger mentioned the Dodge County Broadband Work Group, and shared the Work Group met May 7th, 2019, which was the election of the Chair, Vice Chair, and Secretary. Reynolds/Guckenberger shared the Broadband Work Group will meet once a month to focus on improving the Broadband coverage within Dodge County. Reynolds/Guckenberger added that the Work Group will work on the Mission, Vision, Grants Sponsorships, and overall Broadband improvements recommendation for Dodge County to Executive Committee. Reynolds shared the vacant IT Database Administrator, vision for possible reclassifying to an IT System Analyst to align IT support with County operations. Reynolds shared the alignment of operations and IT support is critical for providing strategic continuous improvements. Reynolds also shared the alignment of IT project management is a critical aspect to maintain IT project resources, project milestones/tasks, and system configurations/features. Reynolds/Mielke welcomed feedback from the IT Committee. Reynolds also shared the IT department has reached out to area Technical Schools and Colleges for possible partnership for 6-12 month IT Internships, which would be potentially be beneficial for Dodge Co. and College-age students. IT Committee showed interest with the information shared; no action was taken.

Adjournment: The meeting was adjourned at the Order of the Committee Chair at 8:45 p.m.

Next Meeting Date: Monday June 10, 2019 at 6:00 p.m. – ERP Project Room

IT Committee Meetings scheduled – 2nd Monday of each month @ 6:00pm

Donna Maly, Chair

June 10, 2019
Date

David Guckenberger, Secretary

June 10, 2019
Date

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Information Technology Committee Meeting
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CONSIDER: Department Policies

- Review/Approval: IT Mission, Vision, Core Values, & Strategic Goals
- Initial Discussion: Cell Phone Policy (*Device Management*)



Guiding Principles

Decisions (*why | what | how*)
Drafted this 6th day of June, 2019

Mission (*today*)

The Information Technology (IT) Department provides a culture of learning together for continuous improvement and support with alignment of County operations to provide service to the people of Dodge County.

Vision (*tomorrow*)

Lead as a top County advocate empowering and safeguarding government operations.

Core Values

Achievement	Engaged	Resourceful
Alignment	Innovative	Respect
Collaborative	Initiative	Responsive
Consistency	Integrity	Security
Communications	Leadership	Strategic
Customer Service	Positive	Supportive
Efficient	Proactive	Sustainability
Effective	Quality	Teamwork
Empowering	Reliable	Trust

Strategic Goals (SMART goals)

Collaborative Teamwork
Promote a culture of learning together by utilizing team support and team-work time.

Proactive
Focus more time on proactive continuous improvements than reactive solutions.

Reliability
Maintain system(s) reliability and monitor reliability to identify trends for improvement opportunities.

Sustainability
Identify our system support profile and core system(s) with our support structure model for operational alignment.

Supportive Customer Service
Maintain redundancy to improve our response time and system availability.

Quality & Consistency
Reduce variability of software code and/or hardware models with a consistent life-cycle upgrade/replacement plan.

Continuous Innovation
Monitor support request trends to identify service area for improvement opportunities.

UPDATE: Department Celebrations, Improvement, & Updates

- Digital Counties Survey
- May 15-17th – GIPAW Conference, Fond du Lac, WI (Free/Travel)
- May 22nd – HR System User Group, Schaumburg, IL (Free/Travel) (**OUT OF STATE**)
- June 4th – Financial System User Group, Washington County, West Bend, WI (Free/Travel)
- June 20th – Data Protection User Group, Kenosha, WI
- July 12th-15th – National Association of Counties – Annual Conference (*information only – July 13th*)
- Online Video Recording – Close Captioning

UPDATE: Information Technology Projects Status Reports

- Courthouse Audio/Visual Project
 - i. Project Status & Schedule
- ERP Project
 - i. Financial System – Project Status & Schedule
 - ii. Work Orders & Asset Management – Project Status & Schedule
 - iii. Finance & HR (Other) System Integration Project
- Network Infrastructure Project
 - i. County Internet/Phone Service Upgrade – mid-July
 - ii. Firewall / VPN – Cut-Over Scheduled – Early Morning on May 8th – COMPLETED
 - iii. Monthly Server Maintenance Updates – June 5th – COMPLETED
 - iv. Uninterrupted Power Supply Replacement – COMPLETED

UPDATE: Information Technology Systems Status / Progress Reports

- CORE/MAJOR Systems Report
 - i. Human Service & Health System
 - ii. Clearview System
 - iii. Human Resources System
 - iv. Land Resources & Parks System
 - v. Network Core Switch Module
 - vi. Computer Replacements
- Help Desk Report

ACTION: Information Technology Strategic Action Steps

- Dodge County Capital Improvement Plan (IT) 2019-2023
- Dodge County Broadband Work Group
- IT Systems Analyst (Vacant Database Administrator)
 - *Operational Support & Project Alignment*

CONSIDER: Future Agenda Items

Next Committee Meeting Tentative Date: Monday, July 8th, 2019

Meeting location, Room# 240 (ERP), Second Floor, in the Dodge Co. Admin. Building 127 E. Oak St. Juneau, Wisconsin.
IT Committee Meetings schedule – 2nd Monday of each month @ 6:00pm
Finance Committee Meetings – 2nd Tuesday of each month
County Board Meetings – 3rd Tuesday of each month

Adjournment.