

PACKET
Information Technology Committee Meeting
Tuesday, April 7, 2020 – 5:30 p.m.
Administration Building | 1st Floor | Room# 1H & 1I
127 East Oak Street, Juneau, Wisconsin 53039

MINUTES
Information Technology
Tuesday, March 3, 2020

Minutes of the March 3, 2020 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 5:30 PM

Members Present: Donna Maly, Tim Kemmel, Kevin Burnett, and David Guckenberger.

Members Absent /Excused: Mary Bobholz

Also Present: MaryAnn Miller – County Supervisor, Emily McFarland – Mayor of Watertown,
James Mielke – County Administrator, Justin Reynolds – County IT Director

Meeting called to order at 5:30 p.m. by Committee Chair Maly

Public Comment: None

Previous Committee Meeting Minutes:

Motion by Kemmel, 2nd by Burnett to approve the minutes of the Feb. 4, 2020 Committee meeting. All in favor, motion carried.

Meeting Per Diem(s)

Review, Consider, Discuss and Take Action: Meeting Per Diem(s) Chair Donna Maly – ERP Project: Motion by Kemmel, 2nd by Burnett to approve meeting per diems. Maly abstention. All in favor, motion carried.

Information Technology Strategic Action Steps

Review, Consider, Discuss and Take Action:

Discussion of...Dodge Co. Municipal/Police Department IT Support Agreement

With the Mayor of Watertown, Emily McFarland, in attendance, the IT Committee learned more about the needs and previous discussions between the City of Watertown and Dodge Co. Information Technology Department regarding IT services. The Mayor of Watertown shared the Information Technology challenges and needs facing the City. Including the following challenges: the City does not have an IT staff member, shares IT responsibilities among current employees with limited IT experience, high costs of IT hourly consultants with limited efficiencies and consistencies, limitations on expenditure spending outside of intergovernmental agreements, limitation of IT leadership at the City level, and challenges with information security and communication. The Mayor also shared the following needs: efficiently and effectively supporting 180 employees with 120 computers, looking for a long-term solution supporting IT as a shared regional service, reliable and secure public safety technology communication systems across the region (police/fire/ems), dedicated IT support personnel for the City to assist with first-level and mid-level support requests, consistent IT systems and support personnel, leverage regional IT redundant systems, and overall empower the growing technical needs of the citizens of Watertown and Dodge County. The IT Committee members shared their appreciation for the Mayor attending the meeting, and sharing the City's needs and challenges, which the IT Committee members did inquire more about the City of Watertown. Dodge Co. County Administrator, James Mielke, and IT Director, Justin Reynolds, also shared their appreciation for the Mayor attending and for the ongoing collaborative discussions between City and County. Mielke/Reynolds shared their same understand of the City's challenges and needs, and the potential long-term partnership within the region supporting the citizens of Dodge County. Reynolds shared the initial discussion was looking at a full-time IT support personnel dedicated to City of Watertown, due to current County IT staff resources. Mielke/McFarland/Reynolds shared that in order to learn more about the City's needs and gather data for date-driven decisions, the City and County have discussed a pilot IT support structure with an hourly rate, eight (8) hours every two weeks on-site in Watertown, and eight (8) hours every two weeks for remote IT support. Maly mentioned she is looking forward to seeing data from pilot, and gather more information for cities and towns. Guckenberger inquired regarding labor costs for the County, current City IT Infrastructure, current City IT support hours, current City IT budget, and current supervision of IT operation. Guckenberger shared his IT experience with similar size organizations, and inquired about the City's previous staffing, budgets, and potential staffing. Mayor McFarland shared the City's budget, IT spending, budget challenges, and potential staffing limitations. McFarland/Reynolds shared the partnership between the County and City is a long-term goal to meet the growing and integral information technology needs of our citizens. Maly called to question: Should Dodge Co. and City of Watertown continue to discuss and bring an agreement forward? Motion by Kemmel, 2nd by Burnett to continue agreement discussions. Guckenberger not in favor, motion carried. Meilke/Reynolds shared Dodge Co. and City of Watertown is targeting an agreement approval during the April IT Committee and County Board meetings.

Approval for...Dodge Co. Information Technology 2019-to-2020 Budget Carry-Over Requests

Reynolds shared pending final Finance Department approval/adjustments, the IT Carry-Over Requests are based current filed IT budget expenditures. Motion by Guckenberger, 2nd by Kemmel to approve IT Carry-Over Requests. All in favor, motion carried.

Department Continuous Improvement

Review, Consider, Discuss, and Take Action:

InfoTech – Dodge Co. IT Dept. Annual Services Survey(s)

Reynolds shared that Dodge County Management Council members will be asked to participate the first annual IT Satisfaction survey. With the Dodge Co. InfoTech Research Group subscription, Reynolds shared our research advisor would like to gather the baseline of IT Services working well and IT services that need improvement. Reynolds shared the survey results will provide annual key performance indicator metrics for continuous improvement to meet the needs of the County operations.

InfoTech – Dodge Co. IT Dept. Key Initiative Plan(s)

Reynolds shared that once the Annual Services Survey has been completed, the data can justify key imitative plans to improve service areas that need improvement. Reynolds shared his appreciate to the IT Committee and Department for completing the IT Vision, Mission, and Guiding Principles in 2019, which was a recommended InfoTech plan. Reynolds mentioned that the leadership and department surveys are in-progress to gather data, and also shared the IT team is developing a project management and security strategies. InfoTech recommended other plans, which the IT team and Committee will consider after the survey results.

Digital Counties Survey 2020 – March 31st

Reynolds shared the Dodge Co. IT Department will participate again in the annual Digital Counties Survey for 2020, which last year in 2019 Dodge Co. was recognized as the 9th County in the nation in the population category of up to 150,000. Reynolds shared the recent completion of the ERP Financial project, Courthouse audio/visual project, and other IT improvements will provide Dodge Co. a great opportunity to be recognized once more.

Security Awareness Training

Reynolds shared the IT Team will be increasing the overall County awareness to information security through a weekly to bi-weekly communication to all employees, and look to increase the opportunities for continuous learning together.

Information Technology Project Status Report:

Review, Consider, Discuss, and Take Action:

Dodge Co. IT Department Projects Executive Summary

As of Feb. 4th, Reynolds shared the DRAFT IT project portfolio for requested projects throughout the County, which the documents will be used by the IT Team to plan, priorities, budget, and align resources for successful implementations. The project portfolio will be continuously evolving as projects requests are completed and approved. Reynolds shared the project criteria that justifies the project request for approval to schedule County resources.

Mar. 3rd, **Courthouse Audio/Visual Project** status, Reynolds shared the project is near completion, but waiting on the final completion of programming changes, outstanding change orders, punch-list, as-built(s) drawings, and documentations. As of Feb. 28th, the final punch-list was generated, and will require follow-up resolutions on a good list of open items. Reynolds shared the Courthouse AV Project teams expects a carry-over request for the project, approximately still \$20,000 under the authorized project amount. Dodge Co. currently has the last payment on hold for processing until all outstanding project items have been delivered.

Mar. 3rd, **ERP Financial Project** status, Reynolds shared the completed ERP after-go-live milestones, and milestones the following milestones are on target for May 2020.

- Milestone 1.6 – ERP Authorization to begin Live Processing – TBD May.2020
- Milestone 2.5 – ERP Acceptance of Live Preparation Readiness – TBD May.2020
- Milestone 3.4 – EAM Acceptance of System Design Processes – IN-REVIEW Mar.2020
- Milestone 3.5 – EAM Acceptance of Live Preparation Readiness – IN-REVIEW Mar.2020
- Milestone 3.6 – EAM Authorization to begin Live Processing – TBD May.2020

For the **Technical Services Projects**, Reynolds shared the team is preparing for the 2020 Computer Refresh Project, which the order should be placed early March pending legal review.

For the **Information Systems Projects**, Reynolds shared the Human Services (HS) system and Human Resource (HR) system upgrades are two strategic initiatives for 2020. The HS system project has started, and target to be completed by mid-April, and HR system project is targeting to be completed by late-2020, which a resolutions is pending for the April IT Committee and County Board meetings.

For the **Computer & Network Infrastructure Projects**, Reynolds shared the Networking Service team making adjustments to the County email, and preparing for the 2020 Infrastructure Refresh Project, which the order should be placed early March pending legal review.

Future Agenda Items:

Dodge Co. and City of Watertown agreement (*April – IT Committee & County Board meetings*)

Next Meeting Date: Tuesday April 7, 2020 at 5:30 p.m. – 1st Floor Multipurpose Room#1H & 1I Auditorium
IT Committee Meetings scheduled – 1st Tuesday of each month @ 5:30pm

Adjournment: The meeting was adjourned at 7:15 p.m.

Donna Maly, Chair

April 7, 2020
Date

David Guckenberger, Secretary

April 7, 2020
Date

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Department Continuous Improvement

- InfoTech – Dodge Co. IT Dept. Annual Services Survey(s)
 - **Management Council** – CIO Business Vision Satisfaction Diagnostic
How is the IT Team supporting Dodge Co. Departments?
- Digital Counties Survey 2020 – June 1st
- Security Awareness Training – Wily Wednesday – IT Compliance
 - Social Engineering
 - Identity Theft and Data Breaches
 - Be Prepared for Coronavirus
 - Scam Alert – Work for Home

Information Technology Strategic Action Steps

- Approval for...
Purchase of Professional Services for Kronos Software v8.1 Upgrade Project
- Dodge Co. Municipal/Police Department IT Support Agreements

Information Technology Projects Status Reports

- Dodge Co. IT Department Projects Executive Summary
- Courthouse Audio/Visual Project
 - Project Status & Schedule
 1. Courtroom Branch #1 – go-live 8/7/2019
 2. Courtroom Branch #5 – go-live 9/16/2019
 3. Courtroom Branch #2 – go-live 10/21/2019
 4. Courtroom Branch #3 – go-live 11/11/2019
 5. Courtroom Branch #4 – go-live 12/4/2019
 6. Project Final Punch-List & Closure – 02/21/2020
 - a. FINAL PUNCH-LIST REPORT
 7. Budget
 - a. Pending \$132,072
 - b. Project Unallocated Balance \$19,929.93
 8. Final Payments processed after...
 - a. Completed final-punch-list-items
 - b. Delivered AS-Build Diagrams
 - c. Delivered Documentations
 - d. Delivered Programming Files
 - Project Survey Report

- **ERP Project**
 - Milestone 1.1 – ERP Client Acceptance of Phase Schedule – COMPLETED Jun.2018
 - Milestone 1.2 – ERP Fundamental Review & Current/Future Analysis – COMPLETED Dec.2018
 - Milestone 1.3 – ERP Design & Build – COMPLETED Nov.2019
 - Milestone 1.4 – ERP Final Testing & Training – COMPLETED Dec.2019
 - Milestone 1.5 – ERP Production Cutover – COMPLETED Dec.2019
 - Milestone 1.6 – ERP Authorization to begin Live Processing – TBD May.2020
 - Milestone 2.5 – ERP Acceptance of Live Preparation Readiness – TBD May.2020
 - Milestone 3.1 – EAM Client Acceptance of Phase Schedule – COMPLETED Sep.2019
 - Milestone 3.2 – EAM Fundamental Review & Current/Future Analysis – COMPLETED Sep.2019
 - Milestone 3.3 – EAM System Design Validation Planning – COMPLETED Oct.2019
 - Milestone 3.4 – EAM Acceptance of System Design Processes – IN-REVIEW Mar.2020
 - Milestone 3.5 – EAM Acceptance of Live Preparation Readiness – IN-REVIEW Mar.2020
 - Milestone 3.6 – EAM Authorization to begin Live Processing – TBD May.2020

- **Technical Services Projects**
 - 2020 Computer Refresh Project
 1. Order – March 1st
 2. Shipment March
 3. Inventory – early April
 4. Deploy – April, May, June
 5. Complete – July

- **Information Systems Projects**
 - Human Services – Self-Hosted 2020 – target April Completion
 - **APPROVAL** Human Resources – 8.1 Upgrades (flash end-of-life 12/2020) – target May-Oct.
 - Human Resources – Employee Self Enrollment Benefits Portal – target Jun.

- **Network Infrastructure Projects**
 - 2020 Core-Networking Refresh Project – target June Completion
 - 2020 Server Refresh Project – target July Completion
 - 2020 DR-Storage Refresh Project – target July Completion
 - 2020 DR-Recovery Project – target July Completion

CONSIDER: Future Agenda Items

Next Committee Meeting Tentative Dates:

Tuesday May 12, 2020

Location: Room# 1H & 1I, First Floor, in the Dodge Co. Admin. Building 127 E. Oak St. Juneau, WI.

IT Committee Meetings schedule – 1st Tuesday of each month @ 5:30pm

County Board Meetings – 3rd Tuesday of each month