# Information Systems

The Information Systems (IS) Department is responsible for securely implementing and maintaining technology solutions for all county departments. These solutions include the multitude of applications, network, and server infrastructure that county staff relies on to serve Eau Claire County residents.

## 2022 Accomplishments

### Applications

- **Finance –** Worked with finance to move to a new timecard system.
- **Human Services** – Added appointment scheduling and billing enhancements into Avatar.
- **Human Services** – Added automated texting/emails for appointment reminders.
- **Human Services** – Added Treatment Plan and Group Notes into Avatar.
- **CJCC** – Expanded data reporting capabilities using standard Microsoft Tools.
- **Treasure** – Created a visual flight display system for the Sun Country Airlines transition.
- **All County** - Continued to deploy SharePoint for better cross-department collaboration.

### Infrastructure

- **All County** – Moved county to ".eauclairecounty.gov" domain to meet state election requirements.
- **All County** – Migrated several departments to fax2mail saving the cost of phone lines.
- **All County** – Installed new Video/AV equipment in rooms 3312, 3420, and G034 for hybrid meetings.
- **All County** – Completed Milestone Software storage upgrade and expansion.
- **County Board** – Moved meeting recordings/replay to a new cloud solution and worked through several county board room AV issues when the board moved back to in-person meetings.
- **Airport** – Installed new badging server.
- **Airport** – Installed fiber/network for the new Fire station.
- **IT** – Moved from an end-of-life on-prem IT Incident Management (ticketing) software to a cloud solution.
- **Sheriff Office** –Install new Axon body cameras, squad equipment, and interview rooms as part of the PESI donation.
- **Sheriff Office** – Replaced finger printer scanner.
- **Parks** – Installed network/Wi-Fi equipment in the new Coon Fork building.
- **Parks** – Replace network at Beaver Creek Reserve.
- **Courts** – Installed new Video/AV equipment in Branch 4, Branch 2, and Branch 6 (new).
- **Highway** – Installed County fiber to new highway building and ordered network equipment.
- **Juvenile Detention** – Installed a data collection solution to reduce the workload for nightly bed checks.

## Cybersecurity

- Completed a full internal/external Security Assessment with CISA  Remediated assessment findings.
- Worked with CIS to set up a one-year trial of a free cloud-based email filter to reduce phishing emails.
- Enrolled in CISA Cyber Hygiene Services.  These no-cost services which include things like monthly external network scanning/reporting.  This complements our existing internal network scanning.
- Completed an updated Incident Response Plan/Playbook and tabletop exercise.
- Upgraded our endpoint protection software to be monitored 24x7.

## Other projects

- The Broadband Committee had several successful grants and partnered with United Way on a digital equity program.

## Alignment with Strategic Plan

As shown above, IS continues to collaborate with departments and partners across the County and beyond to develop and implement innovative technology solutions. Directly or indirectly, we continue to support Eau Claire County's Strategic Plan through these efforts.

## Future Opportunities

Our top opportunity continues to be lowering our Cyber Security risk. The County Board took a big step at the end of 2022 to approve a new Network Analyst/Cyber Security position. This new position gives us significantly more resources to devote to cybersecurity in 2023 and beyond.

We planned to move our financial management and human resource solution from on-premises to a cloud solution in 2022. This solution will improve the availability and security of this application while allowing us to add future enhancements. The project has been delayed, by the vendor, until Q1 of 2023.

One of our focus areas is using automation to increase efficiency, enhance service delivery, and reduce costs. To illustrate, the following are some of the targeted areas of improvement in 2023:

**Planning and Development** – Add online sanitary permits and integration with Laserfiche for tax bills into Ascent.
**Planning and Development** – Add a Stormwater Tracking Module to Ascent which will improve tracking and data analysis.

**Jail –** Upgrade equipment and software that manages the facilities within the Jail. This software controls all the automated functions in the Jail, from the doors, lights, water, etc.

**Virtual Fax** – Continue switching traditional fax lines to a virtual fax service that allows faxes to be made using email and reduce telco costs.

**Human Services** – Work with Human Services to set up a Telehealth Module, pcard integration, financial status/ability to pay/guarantor cleanup, and move excel CCS matrices into Avatar.

**IS –** Install second fiber path to Airport Tower.

**Human Resources –** work with Human Resources and LINQ to implement position control features.

**County Clerk** – Replace voting equipment with newer hardware/software.

**All County** – Create a county "home" landing page for county employees.
This page will improve access to county resources and improve communication with employees.

In conclusion, IS will continue to support and enhance our existing applications and infrastructure while looking for cost-effective opportunities to implement new technology solutions, enabling county staff to be more efficient and effective.