Information Systems

SELECTED PERFORMANCE MEASURES	
Number of PCs and laptops supported	735
Tickets opened year-to-date	1490
Average days to close	1.18

SUMMARY OF CURRENT ACTIVITIES

- *Strategic Priority 0 (imperative) – Continually improve cybersecurity protections of the county systems / networks.*
    - Completed a Cybersecurity tabletop exercise and review.
    - o Implemented a file server appliance Brickstor that adds compliance and ransomware prevention capabilities. Migrated departmental file share to appliance.
    - o Completed annual CIS NCSR assessment.
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
    - Continuing to achieve/exceed IS support targets.
    - Completed Windows Server 2022 base image and rolled out first three servers in production.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
    - Replaced all the Jail facilities control PCs and software.
    - Replaced the Jail UPS.
    - Installed additional fiber path to Airport Tower and Firestation.
    - Decommissioned the old ACS Server used by Treasury.
    - Completed Milestone upgrade and tested full site failover.
    - Replaced nine unsupported printers/copiers and implemented PaperCut on those systems.
    - Installed new Video/AV system in rooms 3420 and 3312.
- *Strategic Priority 3 – Evaluate opportunities for new technology to improve service or reduce cost.*
    - Evaluating server/storage replacement technology options.
- Filled the newly approved Network Analyst position with a focus on cybersecurity.
- Backfilled the vacated Help Desk position.

ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- The use of AI technologies such as ChatGPT is on the rise and can benefit county government. As with all technological advancements, policy and regulation will lag, creating higher risks.
- Cyber security incidents, especially ransomware attacks, on public organizations continue to trend upward. There is a concern in the cybersecurity community that AI technologies will enhance the attacker's capabilities with things like phishing emails.
- Concerns with operating budget pressures through the 2026 budget while spending continues to shift from capital to operating. The shift is due to an industry trend to a subscription model for software and service.
- Supply chain shortages for most IS equipment have gone away. However, there are still very long lead times on some parts.

CURRENT COLLABORATIONS (INTERNAL AND EXTERNAL)

- Ongoing collaboration activities with the City of Eau Claire IT department
- Broadband partnering with Astrea for LTE wireless on towers.
- Broadband committee partnering with United Way on digital inclusion efforts.
- Broadband committee partnering with Momentum West and WEDC on a speed test survey with GEO Partners
- Partner with CINC to provide fiber connectivity to County locations.
- State of Wisconsin Courts system "CCAP" for support of courtroom infrastructure.

GOALS FOR NEXT QUARTER

- *Strategic Priority 0 (imperative) – Continually improve cybersecurity protections of the county systems / networks.*
  - Additional network segmentation of critical services.
  - Migrate squad card network MFA to county standard.
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
  - Continuing to achieve system support targets.
  - Continue to roll out Windows 11 for all PC/Laptops in the county.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
  - Prework to move county finance system from on-premises to a cloud-hosted solution. Scheduled for Q2.
  - Install remaining ARPA-funded AV equipment for hybrid video conference rooms.
  - Install network in new Highway building once power is available.
  - Voting equipment PC replacement once equipment arrives.
  - Replace all Jail PLCs for door access and other equipment.
  - Work with EC City on Transcendent Sanitary permits and making the payment website PCI compliant.
  - Move client tracking spreadsheets in use in some DHS teams into the Avatar system for more robust reporting and automated reminders.
  - Implement processes within DHS to automate tracking of county credit card purchases made by DHS staff.
  - Implement billing enhancements within Avatar to reduce processing time in the DHS fiscal department.

  Replace phone VoIP backend server.
- *Strategic Priority 3 – Evaluate opportunities for new technology to improve service or reduce cost.*
  - Finalize quotes for server/storage replacement and order equipment.
  - Evaluate the cost to add Stormwater Permit Tracking Module into Transcendent.
  - Plan and develop an online employee directory.
  - Plan and develop a county employee home page on SharePoint to replace our extranet page.
- Prep for the 2024 budget.