Information Systems

SELECTED PERFORMANCE MEASURES	
Number of PCs and laptops supported	754
Tickets opened year-to-date	2167
Average days to close	5.29

SUMMARY OF CURRENT ACTIVITIES

- *Strategic Priority 0 (imperative) – Continually improve cybersecurity protections of the county systems / networks.*
    - Continue addressing the prioritized lists of improvements from our most recent cybersecurity tabletop exercise.
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
    - 70% complete rolling out Windows 11 to county desktops.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
    - Completed all prep work for the new Highway building network.
    - Set up meals-on-wheels in the new highway building and pulled network equipment out of the old facility.
    - Replaced cameras in all the tower sites.
    - Installed a new point-of-sale system in Coon Fork
    - Installed new Video/AV system in room 1301/1302 and updated room G302.
    - Upgraded VoIP backend server.
- *Strategic Priority 3 – Evaluate opportunities for new technology to improve service or reduce cost.*
    - Evaluating Microsoft Intune as a better support tool for device management, especially for remote workers.
    - Evaluating server/storage replacement technology options.
- Submitted proposed 2024 IS budget to finance.

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.
- Ongoing operating budget pressures while spending shifts from capital to operating. Support and maintenance are no longer capitalizable and an industry trend to a subscription licensing model.
- 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.*
  - Continue with 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.*
  - Continue to roll out Windows 11 for all PC/Laptops in the county.
  - Implement Microsoft Intune as a better support tool for device management, especially remote workers.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
  - Prework to move the county finance system from on-premises to a cloud-hosted solution in Q3.
  - Install Video/AV equipment in the Highway building in July.
  - Network removal of equipment from Spooner Ave Highway site.
  - Lake Eau Claire – Dam fiber network project.
  - Fairchild fiber grant project.
  - Windows Domain upgrade.
  - Voting equipment PC replacement once equipment arrives.
  - Order the next round of printer/copier replacements and Papercut print management software for the courthouse.
  - Replace county board iPads.
  - 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 DHS client tracking spreadsheets 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.
  - Port the employee extranet website to SharePoint as phase one of the new Employee Gateway.
- *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.