Information Systems

SELECTED PERFORMANCE MEASURES	
Number of PCs and laptops supported	754
Tickets opened year-to-date	3372
Average days to close	5.98

SUMMARY OF CURRENT ACTIVITIES

- *Strategic Priority 0 (imperative) – Continually improve cybersecurity protections of the county systems / networks.*
  - Continue addressing the prioritized lists of improvements on our roadmap.
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
  - Rolled out Windows 11 to all eligible county desktops.
  - Switched to Microsoft Intune to support and manage endpoint devices.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
  - Removed network/IS equipment from the old Spooner Ave Highway site.
  - Completed installation of fiber to the Dam equipment at Lake Eau Claire.
  - Finished server/storage replacement evaluation.
  - Completed the Voting equipment PC replacement.
  - Completed the rollout of employee extranet website to SharePoint as the new Employee Gateway.
  - Moved DHS client tracking spreadsheets into the Avatar system for more robust reporting and automated reminders.
  - Implemented processes to automate the tracking of county credit card purchases by DHS staff.
- *Strategic Priority 3 – Evaluate opportunities for new technology to improve service or reduce cost.*
  - Plan and develop an online employee directory.
- Reviewed proposed 2024 IS budget with Administration and Budget committees.

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.

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.
- 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 network segmentation of critical services.
    - Migrate squad card network MFA to county standard.
    - Install additional speakers in the Courthouse for Informacast and PA emergency announcements.
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
    - Complete a O365 azure configuration review.
- *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 October.
    - Finish installation of Video/AV equipment in the Highway building.
    - Fairchild fiber grant project.
    - Complete the replacement of the county board iPads.
    - 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 all Jail PLCs for door access and other equipment.
    - Add additional cameras in JDC.
    - Work with EC City on Transcendent Sanitary permits and making the payment website PCI compliant.
    - Implement billing enhancements within Avatar to reduce processing time in the DHS fiscal department.
    - Initiate 3rd party provider portal for DHS claims submission to improve quality assurance workflow and reduce data entry time for DHS staff.
    - Complete a Linq (alio) training with HR on the position control module.
    - Improve network connectivity at Foster Highway Building by connecting to Spectrum Fiber
- *Strategic Priority 3 – Evaluate opportunities for new technology to improve service or reduce cost.*
    - Evaluate the cost to add the Stormwater Permit Tracking Module into Transcendent.
    - Evaluate additional cameras in the Jail/Courthouse to cover blind spots.