Information Systems

SELECTED PERFORMANCE MEASURES	
Number of PCs and laptops supported	786
Tickets opened year-to-date	4242
Average days to close	5.60

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 security roadmap.
  - Implemented a password access management tool.
  - Installed additional speakers in the Courthouse for Informacast and PA emergency announcements.
- *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.*
  - Moved the county's ERP/Payroll/Finance systems from the county network into a cloud solution.
  - Completed Linq (Alio) training with HR on the position control module.
  - Replaced county board iPads.
  - Installed new storage for VM environment at both datacenters.
  - Finished installing Video/AV equipment in the Highway building.
  - Upgraded election support equipment.
  - Completed windows domain upgrade.
  - Replaced additional printer/copiers hardware and installed Papercut print management software.
  - Replaced PLC controllers for the Jail, Juvenile Detention and Huber.
  - Upgraded network connection to the Foster Highway shop.
  - GIS access was moved from WebGuide Extreme to Schnieder Beacon.
- *Strategic Priority 3 – Evaluate opportunities for new technology to improve service or reduce cost.*
  - Plan and develop an online employee directory.

ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- The use of AI technologies such as ChatGPT is on the rise and can benefit county government but also introduce more risk. As with all technological advancements, policy and regulation will lag, creating higher risks.
- Cyber security incidents, especially ransomware attacks, on public organizations continue to remain high. There is a real 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. Seeing higher inflationary increases to software renewals.

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 equity 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 the 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 O365 configuration reviews.
    - Work on the renewal of the Microsoft three-year EA agreement which expires in Q2.
    - Create Generative AI guidelines and training for county employees.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
    - Fairchild fiber grant project.
    - Finish adding additional cameras in JDC.
    - Finish VM server upgrades.
    - Airport Gate upgrade project.
    - 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.
    - Finish adding Stormwater Permit Tracking Module into Transcendent.
    - Implement Position Control Module in Linq to better track up-to-the-minute staffing costs and provide more thorough projections.
- *Strategic Priority 3 – Evaluate opportunities for new technology to improve service or reduce cost.*
    - Evaluate additional cameras in the Jail/Courthouse to cover blind spots.