

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 rely on to serve Eau Claire County residents.

2023 Accomplishments

Applications

- 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. **
- Launched a new Employee Gateway communication site.
- In Avatar, set up a Telehealth Module, p-card integration, financial status/ability to pay/guarantor cleanup, and moved Excel CCS and Crisis matrices into Avatar.

Infrastructure

- The new highway building is fully operational with new networks, cameras, badging, video conferencing (EOC), and other services.
- Installed new Video/AV equipment in rooms 1301/1302 & G302 for hybrid meetings. **
- Moved additional fax lines to fax2mail reducing county spend.
- Upgraded eligible County PCs to Windows 11.
- Replaced 15% of the printers/copier fleet and installed PaperCut print management software on them.
- Switched to MS Intune MDM software. This improves our ability to manage remote systems. **
- Installed new storage hardware for our VM environments.
- Added a second fiber path to the Airport Tower.
- Replaced all PLC controllers in the Jail, Juvenile Detention, and Huber.
- Replace the Jail UPS.
- Upgraded election support equipment.

Cybersecurity

- Completed the Cybersecurity Incident Response tabletop and review.
- Completed the annual CIS NCSR assessment.
- Completed several notable improvements in our cybersecurity posture over the year.

Other projects

- Continued to work with the Broadband Committee and the United Way on a digital inclusion 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 are supporting Eau Claire County's Strategic Plan (**) through these efforts.

Future Opportunities

Our top opportunity continues to be lowering our Cyber Security risk. IS will continue to evaluate and make improvements to its security posture.

Migrate our voice PBX system from the county network into the cloud. This will improve communication, increase functionality, allow access to remote workers, and reduce costs. **

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 2024:

- Refresh of the county server and storage in our VM environments.
- Install new fiber between Fall Creek and the new Highway building to provide network redundancy.
- Install new fiber as part of the Airport gate and hanger projects.
- Work with CINC to install new fiber in Fairchild to the Firehouse, Library, and Village Center. This is part of the Broadband Committee grant funding.
- Upgrade the county's core router/switches.
- Decommission the county's CINC LTE network. This service is no longer viable.
- Complete the addition of online sanitary permits and integration with Laserfiche for tax bills into Ascent for P&D.
- Completed the addition of a Stormwater Tracking Module to Ascent to improve tracking and data analysis for P&D.
- Complete transitioning county fax lines to a virtual fax service, which reduces costs.
- Develop an online provider portal for DHS to communicate with community providers and share real-time data.

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