



Providing quality, innovative and cost effective services that safeguard and enhance well-being

2024 QUARTER #1 | INFORMATION SYSTEMS

SELECTED PERFORMANCE MEASURES

	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
<i>Number of PCs and laptops supported</i>	754	754	756	743
<i>Ticket trend last 4 quarters</i>	1043	1060	1016	1114
<i>Average days to close – issue/request</i>	3.5/8.9	6.6/9.2	3.5/6.3	4.6/8.8

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.
 - Completed setup of Password Access Management software for elevated accounts.
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
 - Finished VM server/storage replacement.
 - Onboarded new county board members with email and iPads.
 - Finished updating election support equipment for County Clerk’s office.
 - Setup data feed to new Quantum Workplace HR tool.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
 - Implemented a Stormwater Permit Tracking Module into Transcendent.
- *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 Generative 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.

STRATEGIC INITIATIVES (GREEN / AMBER / RED)

Strategic Initiative: Improve access to specific needed health services to rural portions of the county.

Key Initiative: Providing broadband in rural areas will increase opportunities for Teledoc or Telehealth options.

Status: **Green**

- Working with United Way on the Chippewa Valley Digital Inclusion Partnership

Our Core Behaviors:

Proactive Ownership | Infinite Possibilities | Customer First | Stronger Together | Ardent Learners | Unwavering Respect

Strategic Initiative: Improve efficiency and performance of County operations through automation and data-driven decision-making.

Key Initiative: Develop internal capacity and secure resources of subject matter experts as needed.

Status: Green

- Holding quarterly meetings with subject matter experts
- Creating training curriculum for onboarding of new analytics staff
- Creating ongoing training programs for current analytics related user base

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.
 - External penetration testing of the county’s network.
- *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.
 - Replace network cores at the two primary locations.
 - Create Generative AI guidelines and training for county employees.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
 - Finish installing new fiber between the new Highway building and Fall Creek Tower
 - Fairchild fiber grant project.
 - Implement new cloud-based phone system.
 - Finish adding additional cameras in JDC.
 - 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.
 - 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.

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