



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

2024 QUARTER #2 | INFORMATION SYSTEMS

SELECTED PERFORMANCE MEASURES

	FY23 Q3	FY23 Q4	FY24 Q1	FY24 Q2
<i>Number of PCs and laptops supported</i>	754	756	743	721
<i>Ticket trend last 4 quarters</i>	1060	1016	1114	1070
<i>Average days to close – issue/request</i>	6.6/9.2	3.5/6.3	4.6/8.8	2.9/8.7

SUMMARY OF CURRENT ACTIVITIES

- *Strategic Priority 0 (imperative) – Continually improve cybersecurity protections of the county systems and networks.*
 - Continue addressing the prioritized lists of improvements on our security roadmap.
 - Completed an external penetration test of the network and addressed all findings
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
 - Completed Microsoft EA renewal.
 - Installed and went live with new fiber between the new Highway building and Fall Creek Tower.
 - Migrated Coon Fork fiber path to new supported strands.
 - Setup network to Tower Ridge Ski Area.
 - Move half the county employees to a new cloud phone system.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
 - Implemented a Sanitary Permit 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 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 in rural portions of the county.

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

Status: Green

- Work with United Way on the Chippewa Valley Digital Inclusion Partnership. On hold for the summer.

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.
- Meeting with 3rd party vendors to better understand available tools and resources.
- Kicked off a leadership sub-team to focus on a potential AI framework.

GOALS FOR NEXT QUARTER

- *Strategic Priority 0 (imperative) – Continually improve cybersecurity protections of the county systems and networks.*
 - Continue the network segmentation of critical services.
 - Migrate squad card network MFA to county standard.
 - Implement stronger identity management for the Avatar application.
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
 - Continue O365 configuration reviews.
 - Replace network cores at the two primary locations.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
 - Move IS office to suite 3350
 - Fairchild fiber grant project.
 - Complete implementation of a new cloud-based phone system.
 - Finish adding additional cameras in JDC.
 - Complete Airport Gate upgrade project.
 - Set up county network in the Airport Maintenance building.
 - Implement Power BI Gateway Server to enhance reporting capabilities to facilitate cross-department sharing of data
 - Create a second fiber path to the Fall Creek communication tower using the new fiber.
 - 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 a 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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