Eau Claire COUNTY

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

2024 QUARTER #3 | INFORMATION SYSTEMS

SELECTED PERFORMANCE MEASURES

	FY23 Q4	FY24 Q1	FY24 Q2	FY23 Q3
Number of PCs and laptops supported	756	743	721	733
Ticket trend last 4 quarters	1016	1114	1070	1096
Average days to close – issue/request	3.5/6.3	4.6/8.8	2.9/8.7	3.0/8.3

SUMMARY OF CURRENT ACTIVITIES

- *Strategic Priority 0 (imperative) – Continually improve cybersecurity protections of the county systems and networks.*
    - o Continue addressing the prioritized lists of improvements on our security roadmap.
    - o Completed an internal penetration test of the network
    - o Implemented stronger identity management (MFA) for the Avatar application.
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
    - o Replaced network cores at the two primary locations.
    - o Completed the installation of the Fairchild fiber as part of the broadband grant project.
    - o Completed the move of the IS office to suite 3350
    - o Completed Airport Gate fiber upgrade project.
    - o Adding additional cameras in JDC.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
    - o Complete implementation of a new cloud-based phone system.
- *Strategic Priority 3 – Evaluate opportunities for new technology to improve service or reduce cost.*
    - o Plan and develop an online employee directory.

ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- The use of Generative AI technologies is on the rise and can benefit the 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 in 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

- Continue 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.
- Meeting with 3rd party vendors to better understand available tools and resources.
- Develop 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.
- *Strategic Priority 1 (highest priority) – Support and maintain existing applications and infrastructure.*
  - Replace more end-of-support switches.
- *Strategic Priority 2 – Enhance existing technology capabilities to improve service or reduce cost.*
  - Move county phone lines to a cloud service.
  - Complete Airport hangar fiber upgrade project.
  - Refresh the county website and update to meet new ADA requirements.
  - Start working on the NovaTime to UKG timecard system replacement.
  - Meet the new 2023 Wisconsin Act 235 Judicial Officer Privacy Law.
  - Implement Power BI Gateway Server to enhance reporting capabilities to facilitate cross-department sharing of data
  - 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.
  - Piloting automated electronic form delivery using Microsoft Automation Tools
- *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.