Information Systems

The Information Systems (IS) Department is responsible for securely implementing and maintaining technology solutions for all county departments. These solutions include a multitude of applications, network, and server infrastructure that county staff rely on to serve Eau Claire County residents.

2024 Accomplishments

Applications
- Added online sanitary permits in Ascent and integrated with Laserfiche for tax bills.
- Added a Stormwater Tracking Module to Ascent to improve tracking and data analysis for Planning & Development.
- Moved file sharing for external users to a more secure and robust cloud platform.
- Enhanced reporting infrastructure to facilitate greater visibility and sharing of data across departments.
- Worked with HR on implementation of Quantum for performance management.
- Completed digitization projects for Health Department and Planning and Development.

Infrastructure
- Migrated our phone system from the county network into the cloud. This provides improved communication, increased functionality, allows access to remote workers, and reduces costs.
- Refreshed the county's server and storage equipment for our VM environments.
- Installed fiber between Fall Creek and Highway building to provide network redundancy.
- Connected fiber between the Fall Creek tower (County) and Oakwood tower (City) for Public Safety Radio and data network redundancy.
- Completed the installation of new CINC fiber in Fairchild to the Firehouse, Library, and Village Center. This was part of the Broadband Committee grant funding.
- Upgraded the county's core routers and several switches.
- Completed Airport Gate fiber upgrade project which included connecting the Maintenance Shop to the network.
- Connected the Parks & Forest Tower Ridge site to the county network.
- Modernized some of the cameras in the Courthouse (all 2nd floor), Jail, JDC, Expo Center and UW Extension.
- Decommissioned the county's portion of CINC LTE network.
- Updated election support equipment for the County Clerk's office.

Cybersecurity
- Installed Password Access Management (PAM) software to protect admin accounts.
- Successfully completed an external and internal penetration test of the network.
- Completed penetration tests of the network and addressed all findings.
- Completed a Cybersecurity tabletop and updated our Incident Response plan.

Other projects
- Relocated the IS team to suite 3350.
- Worked 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 highest strategic objective is to reduce cybersecurity risk. IS will continue to evaluate opportunities to make improvements to its security posture.

One of our focus areas is using automation to increase efficiency, enhance services, and reduce costs. To illustrate, the following are some of the targeted areas of improvement in 2025:

- Upgrade and simplify the County website to comply with the new ADA regulations.
- Build an AI framework and run a small pilot to show its value to the county.
- 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.