

INFORMATION TECHNOLOGY COMMITTEE
DECEMBER 20, 2023
CONFERENCE ROOM 302 – ADMINISTRATION OFFICE
COUNTY COMPLEX
255 CLAY STREET, LAPEER, MI 48446

Chairman Kevin Knisely called the meeting to order at 10:30 a.m. in the Conference Room 302 in the Administration Office on the Third Floor of the County Complex (*held prior to the 9:00 a.m. schedule Committee of the Whole meeting*).

Members Present: Commissioners Kevin Knisely, Brad Haggadone, and William Hamilton. Moses Sanzo, County Administrator/Controller; Jackie Arnold, CFO; John Bustle, Building & Grounds/Parks; and Jeremiah Brown, 911 Network Administrator.

Others: Doreen Clark, Administration Office Manager; and (via Zoom) Mike Bartley, ASI, and Jeff Talent, C-Net.

AGENDA

**Motion by Hamilton, supported by Haggadone, to approve the Agenda as presented.
Motion carried unanimously.**

NEW BUSINESS

Mike Bartley, ASI Presentation - County Network and Back-Up System

Mike Bartley, IT Director and owner of ASI, gave a presentation regarding the County's IT Network and Back-up System. He stated that it requires a lot of cooperation between he and Lapeer ISD, Building & Grounds, Administration and Finance, to make everything run smoothly. He stated that there have only been a few incidents where the system went down and was less than a few hours maximum. He further detailed relationships and connections related to the ISD Broadband Network, 911, Fiber Network, Broadband Building Connections, Routers, LEIN and JIS Access for the Courts and Sheriff's Department, CLEMIS, Security and Video Cameras system at Jail and Courtrooms, and microphone systems. He also discussed managed components, back-up systems policy, IT purchases and equipment. He expressed concerns regarding the high number of printers in the building. Jeff Talent agreed and stated that he feels an audit of all the equipment should be done in order to get a better handle on it or address it in a county policy so that IT purchases can be addressed in a preventative manner rather than reactionary. Mr. Bartley also reported that back-up on the system is done at least twice a day to protect the daily financial information of the County should a system failure occur. He further discussed the servers and the need to replace some of the older servers, although some servers have been updated and/or replaced in 2022 and more are scheduled in early 2024. Questions and discussion followed.

Jeff Talent, C-Net Systems, Managed Services Presentation

Jeff Talent, Owner of C-Net Systems, who provides Managed IT Services for the County gave a presentation and history regarding their services they have been providing to the County. They have been working with Lapeer County since 2017, originally through Mr. Bartley, until they were provided an independent contract back in 2021. He gave an overview of their on-site staffing levels for their on-site team, their extended IT support that is available 24/7, their additional duties which also includes upgrades, patches, etc. He covered the following topics: Backups and Redundancies; Security Software; Network Security; Email Security; Microsoft Outlook; Windows Security and Regular Audits. He feels that the County needs to look into acquiring Office 365 with Network Security. He also reviewed improvements for 2024, which should include State of Michigan Audit every other year, MMRMA audits on the opposite years, and an SON audit (Security Operating Network). Discussion followed on some payroll options. Mr. Talent also gave a report on the results of a recent Phishing Campaign test and training that was provided to all County employees to continue with security and phishing awareness. More training is needed as well as consideration for the 2-factor authentication process for the server. Questions and discussion followed.

I.T. SERVICING R.F.P. REVIEW AND PROPOSED NEW I.T. TECHNICIAN POSITION

Discussion was held regarding the County's service provider for IT services to all the County Departments, their roles and costs associated. Mr. Sanzo stated that they feel that having a County I.T. Technician position as a Tier 1 Technician could help reduce the cost and have someone on site at the County 5 days a week to handle the basic daily technical help requests of the various County Department except 911 and CMH as they have their own I.T. positions. Lengthy questions and discussion followed.

Motion by Haggadone, supported by Hamilton, pursuant to the recommendation of the I.T. Committee to authorize the Administration Office to proceed with the issuance of the Request for Proposal (RFP) for Information Technology Managed Services, as attached, and report back to the Committee. Motion carried unanimously.

Motion by Haggadone, supported by Hamilton, pursuant to the recommendation of the I.T. Committee and previous discussions at the Budget Hearings, to authorize the County Administration to amend their Table of Organization and add and fill one full-time I.T. Hardware/Software Network Support Technician position (#TBD, Pay Grade 18), to be paid from the General Fund; and further, to approve the job description for said position, as attached. Motion carried unanimously.

Software Systems Purchase Cost and Conversion Timeline

Moses gave an update regarding some necessary software system purchases that need to be made, as well cost and conversion timeline considerations. He will prepare some estimated figures for the next meeting of what will be needed of ARPA funds for the any of the purchases and conversion/transition plan.

ADJOURN

Motion by Haggadone, supported by Bustle, to adjourn the meeting. Motion carried unanimously. 12:10 p.m.

Kevin Knisely, Chairman
Lapeer County Information Technology Committee

Minutes prepared by: Doreen Clark, Office Manager