

PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
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Janet Huppert – Director

Information Services Department 2022 Annual Report

To the Honorable Pierce County Board of Supervisors:

The mission of the Pierce County Information Services Department is to provide the appropriate computer tools, communications equipment, and technological services to enable county employees to operate at maximum efficiency within affordable technologies while remaining compatible with the operating environment of the networked computer systems. The Information Services Department is also responsible for processing the bi-weekly payroll, processing and printing all county checks, other county financial system processing, programming as needed for various departmental systems and updating and growing the county web page. During 2022 the Information Services Committee, which is the standing committee for the Information Services Department, was made up of County Board members Michael Kahlow, Melissa Petersen, and Kris Sampson. The citizen members were Liz Gunderson and Paula Lugar.

The Pierce County hardware infrastructure as of December 31, 2022 included 124 desktop PCs, 229 laptops, 21 Chromebooks, 9 tablets, 92 printers and 20 copiers. Pierce County also had 18 servers with a mix of operating systems. The Information Services Department also supports the county cell phones through 2 cell carriers. At the end of 2022 the county had 134 smartphones, 5 flip cell phones and 37 air cards/wireless cell connections.

Information Services supports a wide variety of software applications. In addition to the Microsoft core applications that people are running there are departmental specific applications in almost every department, several state systems, a county financial package, a county imaging package, a county email system which includes shared county calendars and several applications that have been programmed by Pierce County employees.

A summary of the 2022 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$850,008	\$835,724	\$14,284

Employees of the Information Services Department:

Janet Huppert - Director
Steve Gustafson – Network Administrator
Jon Dohrer – Programmer/Analyst

Tim Anderson – Lead Computer Technician
Craig Hager – Computer Technician

The main departmental goals established for 2022 were:

- ◆ Create and maintain an environment of continuous improvement and innovation
- ◆ Enhance the Cybersecurity Plan for the County
- ◆ Implement the 2022 Information Services department budget which includes several big software upgrades.

Overview of the Year

One of the biggest changes in our department in 2022 was the programmer that had worked for Pierce County for 19 years retired. We were fortunate to be able to hire someone with a great skillset for that position. The rate of people coming and going has greatly increased which affects the Information Services department daily work. Supply chain issues continue to affect us in both the cost of goods and the timeliness of being able to get things.

The pace of work for the Information Services department didn't slow down during 2022. Hardware needs to be continually upgraded and software needs to be continually upgraded, patched and tweaked. The bad actors that play in the cyber sphere have been hard at it and aren't making life regarding technology any easier. The Information Services department staff did an excellent job of keeping everything going this past year as well as getting through some big software upgrades.

As well as implementing new things to continue to move the County forward, we have kept what we have going and stayed within budget. In addition to the end user daily support we did, the Information Services Department was responsible for researching, ordering and implementing several projects throughout the county in 2022. The highlights of the past year are as follows.

Software

- Evaluation of a couple of patch manager software packages was done. One was picked and has been implemented. This makes our environment more secure.
- MFA has been rolled out across the County. This strengthens our cyber posture.
- The main Human Services software was upgraded to Avatar NX which was a very large project. Rev Connect was also implemented which will help with Human Services billing.
- The GCS program used by the Treasurer's Office had a major upgrade.
- The County was moved to Google Workspace Business Plus.
- A new intranet was built and is now linked to the County website. This is a modern cloud application. A County photo directory was also added to the intranet.
- We got a new asset program going that ties the software and hardware together. This is extremely helpful with the volume of people that are currently coming and going.
- We needed to find a product that is FIPS 140-2 compliant in order to continue to do remote computer support at the Law Enforcement Center. We researched and picked a product for this.
- Socket licenses were purchased and work was done to extend the life of our backup system.
- We continue to be vigilant regarding viruses, malware and spyware. We have current defenses on our perimeter but occasionally something gets through that shouldn't and it is dealt with in a timely manner.
- We continue to support all departments with their departmental software packages with things like keeping patches current, doing updates and resolving network issues. Timely patching is done on servers as well as major upgrades on countywide applications like the county financial system.
- We have a very active and timely county web page and county intranet which include up to date calendars, agendas, minutes, employment opportunities and other county items of interest. We also provide an avenue for county municipalities to have a web presence.

Hardware

- We helped get new bodycams going for Patrol.
- 27 desktops, 38 laptops, 18 webcams, 28 monitors, and 2 printers were purchased, configured and set

up for end users. Everything that has lived its useful life is responsibly recycled through our Solid Waste Department and tracked. Equipment is also repurposed where it makes sense.

- 70" TV's and Logitech MeetUps were purchased and installed to upgrade 3 Human Services conference rooms. An 85" TV and Logitech MeetUp was purchased and installed to upgrade the Courthouse Annex conference room.
- The Information Services department maintains all county technology related hardware which includes troubleshooting and performing repairs when necessary.

Contracts and Planning

- IS assisted with the Prairie Island drill.
- Options for electronic signature software were looked at and it was decided to stay with DocuSign.
- The Pierce County Policy on Computer Use and Information Systems was revised.
- The contract for the 47 County Meraki AP's was extended for another 5 years.
- Contracts are all reviewed annually to make sure the County is getting the best pricing on all technology related goods and services.

Miscellaneous

- A new programmer was hired and trained.
- IS helped with the Human Services front area redesign. We also helped move several other people due to office moves internally.
- We did the activations and setups for 60 new employees (it was 35 in 2021) and deactivations for 62 employees (it was 32 in 2021).
- Pierce County continues to be an active member of the GIPAW group which is the state of Wisconsin technology group for county and municipal government as well as NACo (National Association of Counties) County Tech Xchange. The relationships that have been built over the years by attending the GIPAW meetings with my counterparts in other counties are a great benefit to Pierce County.

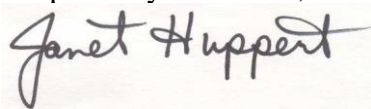
The main proposed departmental goals for 2023 are:

- ◆ Create and maintain an environment of continuous improvement and innovation
- ◆ Enhance the Cybersecurity Plan for the County
- ◆ Implement the 2023 Information Services department budget which includes a project to move to a more modern document management system.

The Information Services Department will continue to provide a stable high-speed network, the appropriate equipment (both hardware and software) needed by each employee for them to be able to do their county job and have staff available to help county employees as needed in a timely fashion. We are continuing to try to replace roughly 1/5 of the total computers annually in order to keep our computers at a level that they will be able to run current software and work with other peripherals. We will continue to move technology forward to increase efficiencies across the county.

Please contact me if you have questions or need additional information regarding the Information Services Department operations. I may be reached at 715-273-1122 or huppert@co.pierce.wi.us .

Respectfully submitted,



Janet Huppert
Director of Information Services
March 28, 2023