

PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
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Janet Huppert – Director

To The Honorable Board of Supervisors of Pierce County, Wisconsin

RE: 2016 Annual Report for the Information Services Department

Lady and Gentlemen of the Board:

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 2016 the Information Services Committee, which is the standing committee for the Information Services Department, was made up of County Board members Jon Aubart, Michael Kahlow and Brian O’Connell before the election in April and Ruth Wood replaced Brian O’Connell after the election. The citizen members were Mary-Alice Muraski and Jeff Olson.

The Pierce County computer infrastructure as of December 31, 2016 included 175 desktop PCs, 140 laptops, 8 tablets and 100 printers. Pierce County also has 29 servers with a mix of operating systems. The Information Services department also supports the county cell phones. At the end of 2016 the county had 70 smartphones, 20 regular flip cell phones and 32 air cards/wireless 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, a number of state systems, a county financial package, a county imaging package, a county e-mail system which includes shared county calendars and a number of applications that have been programmed by Pierce County employees.

A summary of the 2016 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$611,673	\$573,238	\$38,435

Staffing and Need for an Additional Position

The Information Services department staff currently consists of a Director, two Computer Technicians and a Programmer/Analyst. There was no staff turnover in 2016. The county’s second computer technician position was added in 1999 due to work load at that time. This was before 9/11, HIPAA, electronic charting, the proliferation of viruses, malware, ransomware, etc. which continues to get more invasive and damaging, the omnipresent threat of hackers and all of the other current security concerns. It is no longer a question of if the County will be attacked, but when. Cyber threats are real, they are growing and our county as well as every other organization is at risk. How the county uses technology and what the Information Services Department is expected to support has evolved and grown tremendously in the past 17

years. In 1999 the county didn't have the 89 cell phones IS now supports and there were 100 less PCs and laptops being used daily in the county. In the past 5 years we have added an additional 11 servers, a VOIP phone system with an additional 300 network devices, and we have recently added a countywide wireless system with additional end points on the network. All of this equipment needs to be managed, maintained, and patched on a secure network. Everything is now run by or in some way connected to a computer. In addition to the hardware our department needs to have a working knowledge of roughly 30 different software packages. We have had people launch a number of things they shouldn't have that led to files being deleted; our time to clean up what they did and people that had nothing to do with the launch losing work. In these cases we should be doing forensic work but don't have the time or resources needed. Our department spends the majority of our day putting out fires or helping people with their daily needs. One of the biggest ways to increase efficiencies is to invest in infrastructure with things such as a wireless system and to use technology more but we need additional staff to be able to do this. The pace at which technology changes also requires ongoing training to keep up which is easy to fall behind on when you are short staffed. A Network Administrator position was requested in the 2017 budget process but the position didn't make the final cut. The Finance and Personnel Committee said that the Network Administrator position was warranted but the county couldn't afford it at this time. The Network Administrator position will be requested again as part of the 2018 budget process.

The main departmental goals that were established and met for 2016 were:

- ◆ Installing and implementing a WIFI system in selected County buildings
- ◆ Allocating staff resources to monitor the Jail & Sheriff's Department Facility construction activities relative to the installation of technology components in the new building under the jurisdiction of the Information Services Department.

Overview of the Year

Overall the Information Services department had a very busy and successful year. In addition to our regular daily job duties we were able to get a new wireless network installed and implemented. Time was also devoted to working on the design of the new Jail & Sheriff's Department facility. The Information Services department also stayed very busy with our day to day work. People are using technology more in every aspect of their jobs and we are supporting more devices and software programs. All of the technology that is being used on a daily basis is interconnected throughout the county and the state.

As well as implementing new things we have kept what we have going and stayed within the budget. In addition to the end user daily support we did, the Information Services department was responsible for researching, ordering and implementing a number of projects throughout the County in 2016. The highlights of our year are as follows.

Software

- We got a new web portal going for land records and mapping. This gave the County some additional functionality such as people can now reprint their tax bills, pumpers can enter their own information, and it is much easier to find past due and delinquent tax payments and current interest owed.
- We implemented Google forms for our on-line forms which allow senders to get a copy of the filled out form sent to their e-mail inbox which wasn't an option with the previous package. Old forms were reprogrammed and some new ones were set up.
- 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 and resolving network issues. We continue to modify and support shared databases as well as create new ones as requested. 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.

- We continue to help people use their electronic space in Google Drive. People are using Drive for things like storing documents and spreadsheets for disaster recovery reasons or as a way to share things securely with people outside of the County. We've also set up a number of departmental shared calendars and distribution lists.

Hardware

- 26 desktops, 20 laptops, 11 monitors, 8 personal scanners, one large departmental scanner and 6 printers were purchased, configured and set up for end users. 5 copiers were also purchased and installed. Everything that has lived its useful life is responsibly recycled through our Solid Waste department and tracked. A number of laptops were also repurposed to upgrade really old equipment.
- The other big project in 2016 was implementing a new countywide wireless system. 10 additional access points were purchased and installed. We currently have both a public and private side to the wireless network.
- 1/3 of the county cell phones were refreshed in 2016 plus a couple of additional ones were purchased throughout the year. Going forward all Toughbooks in the squads will be connected externally with Gobi configurations in the laptops instead of using air cards.
- The Information Services department maintains all county technology related hardware which includes troubleshooting and performing repairs when necessary.

Contracts and Planning

- We worked with Maintenance to come up with a backup air conditioning solution for the server room.
- The Pierce County Policy on Computer Use and Information Systems was updated. The changes were updates, things due to a new WIFI system and an instant messaging system that is now allowed by the County and supported by the Information Services Department. The Policy on leaving computers on overnight was also modified.
- Contracts for all physical county phone lines were reviewed, modified and renewed.
- IS staff were available when needed by the construction management personnel to plan things for the new facility this past year. The Invitation to Bid for the fiber optic to connect the Pierce County Jail & Sheriff's Department Facility to the current County network is put together, approved and ready to be sent out the first week of January 2017.
- A new JDQ was done for the Programmer/Analyst position and we went through the process to have that job reclassified to reflect the current job duties.

Miscellaneous

- I attended a number of meetings on Pierce County's behalf regarding lack of Broadband in geographic Pierce County.
- 2016 was the first year the Year End processing was done through New World and it went extremely smoothly. We also did well with the first county audit of our new financial system which is a testament to correct set up of the system and accurate data conversion.
- We helped with a number of office moves and ran wire where needed. We also did the activations and setups for 24 new employees and deactivations for 17 employees.
- 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. This past year I attended the annual conference and general membership meetings. Having relationships that have been built over the years by attending these meetings with my counterparts in other counties has really been a benefit to Pierce County.

The main departmental goals that have been established for 2017 are:

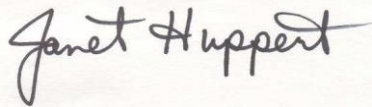
- ◆ Continue to allocate staff resources to do whatever is needed and falls under the jurisdiction of the

Information Services department to get the new Jail & Sheriff's Department Facility finished up and online.

- ◆ Start the county switchover from Windows 7 to Windows 10 as new computers are ordered.

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 when needed in a timely fashion. We are continuing to try to replace about 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.

Respectfully submitted,

A handwritten signature in black ink on a light-colored background. The signature reads "Janet Huppert" in a cursive, flowing script.

Janet Huppert
Director of Information Services
March 17, 2017