

PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
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Janet Huppert – Director

To The Honorable Board of Supervisors of Pierce County, Wisconsin

RE: 2018 Annual Report for the Information Services Department

Ladies 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 2018 the Information Services Committee, which is the standing committee for the Information Services Department, was made up of County Board members Michael Kahlow, Jon Aubart and Ruth Wood. The citizen members were Mary-Alice Muraski and Jeff Olson.

The Pierce County computer infrastructure as of December 31, 2018 included 153 desktop PCs, 157 laptops, 7 tablets and 99 printers. Pierce County also had 28 servers with a mix of operating systems. The Information Services department also supports the county cell phones. At the end of 2018 the county had 65 smartphones, 44 regular flip cell phones and 30 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 2018 financial statement for Information Services is as follows:

<u>Budgeted Amount</u>	<u>Expenditures</u>	<u>End Balance</u>
\$751,143	\$728,087	\$23,056

Staffing and Additional Position

At the beginning of 2018 the Information Services department staff consisted of a Director, two Computer Technicians and a Programmer/Analyst. We were fortunate enough to get approval through the budget process for an additional position of Network Administrator in 2018. Steve Gustafson was hired as the new Network Administrator. Jake Vorwald was hired to fill the open Computer Technician position that was vacated by Steve. The rest of the departmental staff stayed the same.

The main departmental goals that were established and met for 2018 were:

- ◆ Getting a new backup system setup and online.
- ◆ Getting an additional person hired and the new Network Administrator position implemented.
- ◆ Doing the planning and getting Dispatch moved and operational in the new Pierce County Law Enforcement Center

Overview of the Year

Overall the Information Services department had a very busy and successful year. In addition to our regular daily job duties time and energy was devoted to planning, procuring, installing, implementing and troubleshooting things for the new Dispatch Center at the Pierce County Law Enforcement Center. 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 every year. 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 2018. The highlights of our year are as follows.

Software

- A couple of our systems are more secure due to getting security certificates loaded.
- We did an onsite a trial of SolarWinds for network performance and monitoring.
- The New World software was rewritten so it is now browser agnostic and much more secure. The process of upgrading this included testing and upgrading 2 environments as well as getting the integrations with 2 State networks to work.
- 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. 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.

Hardware

- Cell phones were refreshed for Human Services, Solid Waste and Public Health. Research was done on going to the AT&T FirstNet network for the Medical Examiner and Sheriff's Department. It was decided to flip the Sheriff's department cell phones to FirstNet to improve their disaster capabilities. The phones were ordered in 2018 and will be distributed in 2019.
- We got a new backup system set up and online.
- Switches have been ordered to replace equipment in all County buildings except for the Pierce County Law Enforcement Center.
- The video camera system in both Courtrooms was upgraded so we are compliant with recent State of Wisconsin Supreme Court mandates.
- We were able to fund a color copier for the Pierce County Office Building. We will be restructuring how color copies are funded in the County.
- 22 desktops, 36 laptops, 22 monitors, 7 personal scanners, three large departmental scanners, and 3 printers were purchased, configured and set up for end users. 3 copiers and 2 servers were also purchased and installed. 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.

- The Information Services department maintains all county technology related hardware which includes troubleshooting and performing repairs when necessary.

Contracts and Planning

- Service for phones and internet was flipped to Comcast for the Reproductive Health Office. We also upgraded the County's internet service. Both of these changes resulted in cheaper and faster connections than what they replaced.
- We moved some hardware around to increase our disaster recovery capabilities.

Miscellaneous

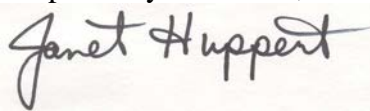
- The Economic Support unit of Human Services did a pilot for working from home. In order to support this we got a different VPN set up, ordered quite a bit of equipment and worked through some policies.
- A new Dispatch Center was built and has been brought online at the Pierce County Law Enforcement Center. In addition to the Dispatch Center move we also moved the Extension Office, HR, the front offices of Human Services, the County Clerk's Office, the Court Security Officer and a number of people in the Finance and Human Services Departments and did what was needed to make things work for everyone that relocated.
- The Register of Deeds Office upgraded their very old software. To take full advantage of that all the hardware in that office was also upgraded.
- Since we added a position to our department we had to build an additional office in an area that was already tight on space.
- We also did the activations and setups for 38 new employees and deactivations for 26 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 I and one of the computer techs attended the general membership meeting. Having relationships that have been built over the years by attending these meetings with my counterparts in other counties has been a great benefit to Pierce County.

The main departmental goals that have been established for 2019 are:

- ◆ Replace servers as budgeted in 2019 budget
- ◆ Replace all County switches except for the ones at the Law Enforcement Center
- ◆ Streamline County printer infrastructure

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 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,



Janet Huppert
Director of Information Services
March 21, 2019