

PIERCE COUNTY WISCONSIN
INFORMATION SERVICES
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Janet Huppert – Director

To The Honorable Board of Supervisors of Pierce County, Wisconsin

RE: 2019 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 2019 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, 2019 included 152 desktop PCs, 156 laptops, 7 tablets and 91 printers. Pierce County also had 24 servers with a mix of operating systems. The Information Services Department also supports the county cell phones. At the end of 2019 the county had 100 smartphones, 12 flip cell phones and 30 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 2019 financial statement for Information Services is as follows:

| <u>Budgeted Amount</u> | <u>Expenditures</u> | <u>End Balance</u> |
|------------------------|---------------------|--------------------|
| \$726,913 | \$726,281 | \$632 |

The Information Services Department staff currently consists of a Director, a Network Administrator, 2 Computer Technicians, and a Programmer/Analyst. There was no staff turnover in 2019 in the Information Services Department.

The main departmental goals that were established and met for 2019 were:

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

Overview of the Year

Overall the Information Services Department had a very busy and successful year. 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 several projects throughout the county in 2019. The highlights of the past year are as follows.

Software

- The IS Department started using Office 2019, so we could learn it to support it as we are starting to roll it out throughout the County due to end of life for Office 2010.
- There was some reservation regarding how the year end processing for 2018 was going to go since New World, our County financial and HR software was re-written, and we couldn't test the year end processing ahead of time. It went extremely well in part because we have a very talented programmer on staff that could fix any files that needed to be submitted. We also did the annual upgrade for the New World software. The main change to this software due to the 2019 annual upgrade was the way the multitude of patches are applied has totally changed.
- We got one application out of FileMaker and programmed in Excel. We also met with a couple of departments and did the set up to allow them to electronically store permanent records in OTG.
- I got a OneDrive integration going with GCS that allows Land Management to save documents to a shared space for multiple interested parties. The contractors can now access documents as need be.
- 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

- The Sheriff's Department, Medical Examiners office and Administrator Coordinator cell phones were flipped to the AT&T FirstNet cell network to improve their capabilities in a disaster. Due to the infancy of this network there was a lot to work through on this migration.
- A new phone system was installed at the Reproductive Health office in River Falls.
- All the County switches except the ones in the Pierce County Law Enforcement Center were replaced with very little downtime.
- The County web server has been upgraded and it is now a secure one.
- 30 desktops, 25 laptops, 26 monitors, 10 personal scanners, and 7 printers were purchased, configured and set up for end users. 2 copiers and 6 servers were also purchased and installed. We also worked through integration and firewall issues to get the new Sheriff's server online. 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.
- Several things were done to streamline the printer infrastructure. A color copier was purchased for the PCOB and a few departmental color printers were retired as part of this upgrade. 5 very old printers were retired so we have more efficient ones and don't need to keep as many kinds of toner on hand. 5 other printers were retired and not replaced as people had other printing options. There are also 7

printers flagged to not be replaced when they quit functioning. We also looked at things other counties have either implemented or considered to reduce their number of printers.

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

Contracts and Planning

- I came up with a multiple year plan to upgrade all County Microsoft Office licenses to the 2019 version which includes multiple funding sources.
- We moved from an analog PRI into the County phone system to an IP Flex fiber connection.
- I worked with Administration to get WiFi to the Fairgrounds.
- I worked with Public Health on a self-audit and review of internal policies.
- The 911 database has been updated to reflect all the past years departmental moves.
- The OTG maintenance contract was rewritten this past year which will save the County money.
- We addressed some additional backup issues for evolving Cyber threats to strengthen our disaster recovery plan.

Miscellaneous

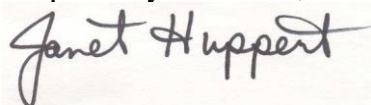
- I worked with the Register of Deeds to help her get a project going to scan County records from the 1850s to 1975.
- The County's working bank was changed from 1st National to CCF and some effort was needed to make that transition smooth. We also got positive pay going for all manual checks.
- We got 30 remote County workers set up and working from home.
- We did the activations and setups for 32 new employees and deactivations for 35 employees.
- We helped move 28 people in 18 offices in the Human Services Department.
- 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. 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 2020 are:

- ◆ Create and maintain an environment of continuous improvement and innovation
- ◆ Work to modernize the current County Webpage

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 11, 2020