INFORMATION TECHOLOGY COMMITTEE MEETING MINUTES
FEBRUARY 6, 2018

INFORMATION TECHNOLOGY COMMITTEE MEMBERS PRESENT: O'Brien, Hogan, Fedler, Moore, Ferguson, Middleton
INFORMATION TECHNOLOGY COMMITTEE MEMBERS ABSENT: Clary
SUPERVISORS: Henke, LaPointe, Shaw, Hicks, Campbell, Rozell

Debra Prehoda, Clerk of the Board	Chris DeBolt, County Administrator
Roger Wickes, County Attorney	Al Nolette, County Treasurer
Karen Pratt, IT Director	Melissa Fitch, Personnel Director
Sue Claymon, Assistant to Co. Admin.	Public

AGENDA AS PRESENTED IN COMMITTEE NOTICE:
1. Call to Order
2. Accept Minutes – January 16, 2018
3. Staffing Request – Upcoming Retirement – Micro Computer Specialist
4. Discuss Process for IT Requests
5. Overview of IT Projects and Funding
6 IT Study Review
7. Other Business
8. Adjournment

Chairman O'Brien called the meeting to order at 10:40 A.M.

A motion to accept the minutes of January 16, 2018 meeting was moved by Mrs. Fedler, seconded by Mr. Ferguson and adopted.

STAFFING REQUEST – Upcoming Retirement – Micro Computer Specialist – Karen Pratt, IT Director, stated the employee's tentative retirement date is April 26th. She did ask the individual if they are willing to work part time and they are open to that idea. This employee's duties include the first line help desk, process orders and invoices, take care of fixed assets and make sure contractual items are renewed, help spec out equipment and prepare quotes and clerical duties. Chairman O'Brien stated the Treasurer has indicated that his office might be able to assist with some of these duties. The County Administrator stated ideally she needs a very strong clerical/office manager and more technical assistance. With the April retirement date approaching, the part time position would allow continuation of services and allow time to further look at options for the office. The Staffing Pattern would need to be amended effective on her retirement date. Mr. Campbell suggested possibly an intern. A motion to move personnel request to the Personnel Committee for consideration was moved by Mrs. Fedler, seconded by Mr. Middleton and adopted.

DISCUSS PROCESS FOR IT REQUESTS: The County Administrator distributed and explained proposed IT software and hardware request process, handout attached.

OVERVIEW OF IT PROJECTS AND FUNDING: The Treasurer stated the computer related accounts will be expanded under IT and then further detailed under the parent code. This will help provide information on what the County spends on information technology. It will give an enterprise level accounting and also allow drilling down to the department level. The Treasurer can provide information for the departments that need to submit claims to the State for reimbursements. The Treasurer stated this will be a better structured accounting by type of expense. This new accounting process can start now and the Treasurer has a software maintenance contract payment due and can transfer his funding into an IT account. The

Treasurer would like direction on the level of detail and he will work with the IT Director. Possibly create a centralized account for the purchase of computers and the departments are charged back like what is done with the telephone and postage.

IT Projects – Chairman O'Brien stated $300,000 to $400,000 worth of projects were removed from the budget and a list is being compiled and prioritized for consideration at the committee. The IT Director stated they currently have no funds for computers. The budget includes $104,693 in an interfund transfer line to go to the IT capital project. Computers should not run through a capital project due to fixed asset concerns. A motion to transfer funds from the interfund transfer line in the amount of $104,693 into the IT budget was moved by Mr. Moore, seconded by Mrs. Fedler and adopted. The IT Director asked about printers. The County Administrator stated this is to cover equipment in the short term, address pressing issues, and then address how many computers can be replaced this year.

New computers are being deployed on a priority basis but it is slow. Chairman O'Brien stated they are going to look at augmenting this process to move it along.

IT STUDY REVIEW - Discussion on the report issued from the IT Study. Chairman O'Brien stated his broad overview is that the committee needs to look at how we deliver IT services – department/personnel structure, augmenting services and redesign network infrastructure (cloud services). Chairman O'Brien, IT Director and County Administrator met with a representative of BOCES and discussed how they supplement their services. Possibly look at this option for installing PCs. Policies need to be looked at and security.

Mr. Middleton stated not enough funds in the budget to do what the study suggested. Chairman O'Brien stated need to look at ways to deliver services in a cost effective manner.

Mr. Moore suggested listing the high priority items and need involvement by many facets to determine which projects are best to proceed with.

One item identified in the report is to look at cloud strategies. The IT Director would like the opportunity to identify priority items because they did not have input on the study.

Chairman O'Brien stated this committee with IT's help should be looking at augmenting or outsourcing parts of our IT services. He referred to page 9 in the report, IT Roadmap 2020 Recommendations for Change, attached.

The IT Director mentioned possible services offered through the State and she is exploring that option.

Chairman O'Brien stated he is working with the IT Director on compiling a project list and that should help where to focus. Storage issues need to be addressed because they have end of life equipment that is not going to be supported any more. Security is also at the top of the project list. He also feels the County needs to look at outsourcing items.

Mr. Campbell would like from the IT Director a project list within sixty days. The IT Director agrees moving forward in that direction.

The County Administrator stated he can bring a resolution to the Finance Committee with the funding to allow the IT Department to deploy the 2017 computer purchases within the existing IT budget. He needs a waiver from the procurement policy for professional services. A motion to waive the RFP requirement in the Procurement Policy to allow the IT Director to procure professional services to deploy these purchased computers was moved by Mrs. Fedler, seconded by Mr. Moore and adopted.

Chairman O'Brien stated the study indicated that the IT Department does not have the time to take care of their day to day operations and recommended two additional positions. Maybe the committee should consider outsourcing parts of IT completely or adding positions to help them do their job. Their workload has grown over the years but not the staffing pattern of the department. Probably in 2020 more than one retirement in the office.

Comments have been made about skyrocketing costs in the IT Department and Mr. Hogan would like that information verified. The Treasurer stated the IT budget has gone from $1.1M to $1.3M over the past four years; just the IT department. He stated the need to drill down to the actual impact on the fund balance/tax levy.

OTHER BUSINESS: None.

The meeting adjourned at 12:25 P.M.

Debra Prehoda, Clerk
Washington County Board of Supervisors

Proposed IT Software and Hardware Request Process:

1) Department fills out an IT Request form 10 days prior to next Enterprise Technology Planning Group meeting. This form is also sent to the Chair of the requesting Department's Oversight Committee

2) IT Director takes Department request before Enterprise Technology Planning Group at next meeting. This presentation by the IT Director is for informational purposes and to let other Department Heads know about what is being requested and why. The intent is to learn if other Departments currently have a solution that could meet this need or to ascertain whether other Departments have a similar need that could be met with the requested product.

3) If the Enterprise Technology Planning Group discussion indicates it is beneficial to move forward exploring the proposed solution/product, the requesting Department (and others who indicated interest at the Planning Group) and IT work together to do a more in-depth needs analysis and product evaluation.

4) Once the in-depth examination is complete, the IT Director will take the Department Request, and proposed implementation solution to the IT Committee for approval. The Requesting Department Head(s) will be encourage to attend this meeting to articulate their need and the benefits of the proposed solution to the IT Committee members in addition to the technical evaluation presented by the IT Director.

5) If the proposed implementation requires funding that is not currently included in the IT Budget, or if the Board Feels it appropriate, the IT Committee will move the request forward to the Finance Committee.

6) Pending the approval of the Finance Committee, and if necessary, the request and proposed solution will be forwarded to the full Board of Supervisors for final approval.

Section 3. Recommendations for Realizing Washington County's Vision for IT

Fifteen recommendations across four categories emerged from the assessment activities. These recommendations presented below detailing the basis for the recommendation, the action steps to implement the recommendations, a timeline for the recommendations, and some consideration of the potential impact of non-action.

<table>
<tr><td colspan="2" align="center">Washington County IT Roadmap 2020
<i>Recommendations for Change</i></td></tr>
<tr><td align="center">CATEGORY</td><td align="center">RECOMMENDATIONS</td></tr>
<tr>
<td>Governance Structure and Decision Making Practices</td>
<td>1.   Establish a New Governance Structure for IT Planning and Investment Decision Making.</td>
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<tr>
<td>Leadership and Management Practices</td>
<td>2.   Create and Fill a Chief information Officer (CIO) Position.
3.   Create and Fill a Project Manager Position.
4.   Implement a Skills Development and Performance Program for IT Staff.</td>
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<tr>
<td>Policies and Policymaking Processes</td>
<td>5.   Design and Implement a County-wide Strategic Planning Process and Strategic Plan.
6.   Design and Implement a County-wide Policy Creation, Management and Use Infrastructure.</td>
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<tr>
<td>Technical Environment and Practices</td>
<td>7.   Establish Security Assessment and Associated Mitigation Strategy Implementation.
8.   Plan and Execute a Strategic and Budgetary Asset Management and Refresh Plan.
9.   Plan and Execute a Data Center Operating Model and Cloud Implementation Strategy.
10. Design and Implement a Software Modernization Process.
11. Initiate a Project to Reduce Application and System Sign-ons.
12. Develop and Implement a Staff Augmentation Strategy and Related Procedures.
13. Initiate a County-wide Electronic Document Management Protocol.
14. Initiate a Project to Redesign County IT Help Desk Processes.
15. Initiate a Project to Redesign County Website Update Processes.</td>
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