

INFORMATION TECHNOLOGY COMMITTEE MEETING MINUTES  
APRIL 10, 2018

INFORMATION TECHNOLOGY COMMITTEE MEMBERS PRESENT: O'Brien, Hogan, Fedler, Moore, Middleton, Clary

INFORMATION TECHNOLOGY COMMITTEE MEMBERS ABSENT: Ferguson

SUPERVISORS: Henke, LaPointe, Shaw, Hicks, Campbell, Rozell

Debra Prehoda, Clerk of the Board

Roger Wickes, County Attorney

Al Nolette, County Treasurer

Chris DeBolt, County Administrator

Karen Pratt, IT Director

Mike Trackey, Deputy Director IT

Melissa Fitch, Personnel Director

Sue Claymon, Assistant County Administrator

Public

AGENDA AS PRESENTED IN COMMITTEE NOTICE:

1. Call to Order
2. Accept Minutes – February 28 & March 6, 2018
3. Public Safety Audio Recording RFP
4. IT Presentation
5. Grey Castle Security Assessment Update
6. Other Business
7. Adjournment

Chairman O'Brien called the meeting to order at 10:54 A.M.

A motion to accept the minutes of February 28 and March 6, 2018 meetings was moved by Mr. Middleton, seconded by Mr. Moore and adopted.

PUBLIC SAFETY AUDIO RECORDING RFP – Tim Hardy, Deputy Director, addressed the committee. This audio recording equipment for the 9-1-1 center is a grant funded initiative. They have been working with IT. They would like approval to move forward with finishing the RFP. A motion to approve Public Safety audio recording equipment was moved by Mr. Hogan, seconded by Mr. Middleton and adopted.

IT PRESENTATION – Karen Pratt, Director, distributed and explained the attached handouts.

- Budget Worksheet – details the changes made to the 2018 budget. Recommends moving \$18,000 from (.4) contractual to (.2) equipment to keep them on their PC replacement schedule. The maintenance contract budget line of \$466,059 was reduced by \$127,204 for a total of \$338,855 and they need to spend more than what is in the adopted budget for the maintenance contracts, \$372,723.99. The computer software and supplies line was also reduced from \$134,020 to \$95,500 (\$38,520) and reduced an additional \$10,000 leaving \$85,500 and mandatory spending is estimated at \$32,390. A resolution is not required to move funds within the contractual lines.
- Presented Proposed Roadmap Moving Information Technology and the Enterprise Forward: The IT Director stated this is a follow up to the March IT meeting listing the priorities we should be looking at including the timeframe and any budget impact.
  - Priority 1: New Governance Model
  - Priority 2: Organizational Changes
  - Priority 3: Security Risk Assessment
  - Priority 4: Update Software and Hardware Inventories
  - Priority 5: Policy Creation, Management and Use Infrastructure
  - Priority 6: Staff Augmentation Strategy

- Priority 7: Design and Implement a County-wide Strategic Planning Process and Strategic Plan
- Priority 8: Plan and Execute a New Data Center Operating Model and Cloud Implementation Strategy
- Technology Projects – list included.

GREY CASTLE SECURITY ASSESSMENT UPDATE – A motion to enter an executive session to discuss matters that could risk the security of the County computer systems, an agency may withhold records or portions of records which if disclosed, would jeopardize an agency's capacity to guarantee the security of its information technology assets, was moved by Mrs. Fedler, seconded by Mr. Hogan and adopted. A motion to return to regular to session was moved by Mr. Middleton, seconded by Mrs. Fedler and adopted. No action taken in executive session. The County Attorney stated for the record in executive session also discussed matters leading to the appointment, employment, promotion, demotion, discipline, suspension, dismissal or removal of a particular person.

OTHER BUSINESS: None.

A motion to recess until Thursday April 12<sup>th</sup> at 8:45 AM was moved by Mrs. Fedler, seconded by Mr. Moore and adopted.

*Debra Prehoda, Clerk*  
*Washington County Board of Supervisors*



# Budget Worksheet Report

Budget Year 2018

Account	Account Description	2018 Department Requested	2018 Modifications During Budget Process	2018 Adopted Budget	2018 Adjustment to Budget	2018 Current Adjusted Budget	Based upon 2018 Current Budget		Total
							Mandatory	Proposed / Discretionary	
2020	Computer Equipment	265,474.00	(265,474.00)	-	103,662.00	103,662.00	103,662.00	18,000.00	121,662.00
4120	Maintenance Contract	466,059.00	(127,204.00)	338,855.00	-	338,855.00	372,723.99	-	372,723.99
4360	Computer Software and	134,020.00	(38,520.00)	95,500.00	(10,000.00)	85,500.00	32,390.00	-	32,390.00
4420	Outside Services	-	-	-	10,000.00	10,000.00	10,000.00	-	10,000.00
		\$865,553.00	(431,198.00)	434,355.00	\$103,662.00	\$538,017.00	\$518,775.99	\$18,000.00	\$536,775.99

Move to 2019 - Domain Controller Project - Replace end of life hardware that authenticates users to the network.

2020	Domain Controller replacement	3,594.00
4120	Domain Controller licensing	12,347.00
4420	Installation labor	2,685.00
	Total	\$18,626.00

G/L Account

Account 2020 - Computer Equipment		Mandatory	Proposed
A.1680.2020	B&G mobile units	4,000	0
A.1680.2020	B&G Parks copy/fax/scan	600	0
A.1680.2020	B&G Parks PC	2,070	0
A.1680.2020	New Employee (County Attorney)	1,400	0
A.1680.2020	Guest WiFi	3,206	0
A.1680.2020	Printers	4,000	0
A.1680.2020	Biometric Time Clock Pods	8,400	0
A.1680.2020	Various Departments PC Replacements	79,986	18000*
Total		\$103,662	\$18,000

Current Budget	\$103,662
Mandatory	\$103,662
Proposed	\$18,000
Balance	(\$18,000)

NOTE: PC replacements to include licensing reflected in a contractual (.4) account

\* Proposed amount would bring closer to fulfill replacement plan below for 2018.

Replacement Plan

2018	97,786.00	30%
2019	110,230.00	35%
2020	110,230.00	35%
2021	100,000.00	0%**
Total		100%

\*\* 2021 Place funds in reserve to seed replacement fund

2022	100,000.00	20%
2023	100,000.00	20%
2024	100,000.00	20%
2025	100,000.00	20%
2026	100,000.00	20%

## G/L Account

## Account 4120 - Maintenance Contract

Account 4120 - Maintenance Contract		Mandatory	Proposed
A.1680.4120	Additional Antivirus Licenses	820.00	
A.1680.4120	Guest WiFi Maintenance, Subscription	1055.54	
A.1680.4120	Professional Services Install WiFi	1500.00	
A.1680.4120	Equipment-Server Maintenance Contracts	1357.90	
A.1680.4120	Equipment-Switches and Firewall	1986.00	
A.1680.4120	Software-Antivirus	5655.19	
A.1680.4120	Software-Backups	20225.02	
A.1680.4120	Software-Domain Registration (WebSite)	400.00	
A.1680.4120	Software-Help Desk	2297.89	
A.1680.4120	Software-Terminal Services	2337.50	
A.1680.4120	Software-Virtual Server Licensing	10437.00	
A.1680.4120	Software-Web Browsing Security	19620.00	
A.1680.4120	Equipment-AirConditioner	3125.00	
A.1680.4120	Equipment-Power Backup/UPS	5775.00	
A.1680.4120	Equipment-Server Maintenance Contracts	7500.00	
A.1680.4120	Equipment-Switches	0.00	
A.1680.4120	Equipment-Switches and Firewall	1500.00	
A.1680.4120	Equipment-Tape Drive for Backups	1000.00	
A.1680.4120	Professional Services - Contract/Engineering	48000.00	
A.1680.4120	Professional Services Install Domain	0.00	
A.1680.4120	Professional Services Install Granville Cradlepoint	0.00	
A.1680.4120	Professional Services Install PC assist	0.00	
A.1680.4120	Professional Services Install SSL	0.00	
A.1680.4120	Professional Services Install VMHost	0.00	
A.1680.4120	Software-Abacus/Amicus County Attorney	3700.00	
A.1680.4120	Software-Cloud Backup of email	0.00	
A.1680.4120	Software-Diskkeeper	11000.00	
A.1680.4120	Software-Domain Registration (IntraNet)	400.00	
A.1680.4120	Software-DPW Fleet Maintenance	8400.00	

G/L Account

Account 4120 - Maintenance Contract		Mandatory	Proposed
A.1680.4120	Software-eFM & Payroll	66750.00	
A.1680.4120	Software-Email - GSuite Basic and Vault	43054.00	
A.1680.4120	Software-GIS / Real Property	7700.00	
A.1680.4120	Software-IFM Historical Web Based/TCS	26000.00	
A.1680.4120	Software-Mission Critical Technical Support SAN	2964.00	
A.1680.4120	Software-Phone System Backup	802.29	
A.1680.4120	Software-Photo Editing for Website	341.66	
A.1680.4120	Software-Remote Access	750.00	
A.1680.4120	Software-Remote Assistance Software	2200.00	
A.1680.4120	Software-Remote Connectivity (Barns/Bus)	760.00	
A.1680.4120	Software-Security Appliance and License	2400.00	
A.1680.4120	Software-Security Software	6700.00	
A.1680.4120	Software-Time and Attendance	28350.00	
A.1680.4120	Software-Veteran's	1200.00	
A.1680.4120	Software-Web Security Management	1680.00	
A.1680.4120	Software-WebSite Social Media Feeds	300.00	
A.1680.4120	Software-Website(County/Sheriff/Safety/Media/Intranet-CivicPlus)	16800.00	
A.1680.4120	Software-Wireless Connectivity (Access Points/Mgmt Software)	5880.00	
Total		\$ 372,723.99	0.00

Current Budget	\$338,855.00
Mandatory	\$372,723.99
Proposed	\$0.00
Balance	-\$33,868.99

G/L Account

Account 4360 - Computer Software		Mandatory	Proposed
A.1680.4360	Computer Supplies (cables/toner/accessories/peripherals)	8,000	0
A.1680.4360	Microsoft Licensing - Subscription Based	13,500	0
A.1680.4360	Microsoft Licensing - One Time Licenses	4,700	0
A.1680.4360	Server OS & Backup	5,000	0
A.1680.4360	Help Desk licenses self service	1,190	0
Total		\$ 32,390	\$0.00

Current Budget	\$85,500
Mandatory	\$32,390
Proposed	\$0
Balance	\$53,110

G/L Account    Transaction

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Account **4420 - Outside Services**

		Mandatory	Proposed
A.1680.4420	PC setup/Microsoft Assistance	10000	0
Total		\$10,000.00	\$0.00

Current Budget	\$10,000.00
Mandatory	\$10,000.00
Proposed	\$0.00
Balance	\$0.00



**Account A.1680.2020** 2018 adopted budget is \$103,662.

Working within the budget of \$103,662 and accomplishing county identified mandatory items, the pc replacement schedule dollars are short of achieving the original 29% goal. That being said, departmental balance discretionary dollars should be allocated to the computer equipment line to accomplish this goal for 2018.

Additionally, the County has identified priority for Guest WiFi. That being said, \$3,206 was allocated to accomplish this goal.

**Account A.1680.4120** 2018 adopted budget is \$338,855.

With respect to the Guest WiFi priority, \$2,555.54 was allocated to accomplish this goal.

Additionally, with respect to operations, we required additional antivirus licenses (\$820) as we add additional endpoints to the network.

**Account A.1680.4360** 2018 adjusted budget is \$85,500.

To introduce Work Order Self Service, \$1,190 had to be allocated for additional licenses to accomplish this goal.

**Account A.1680.4420** 2018 adjusted is \$10,000.

Funding allocated to PC rollout assistance and where necessary Office 365 Assistance.

# Proposed Roadmap Moving Information Technology And The Enterprise Forward

## Priority 1: New Governance Model

- The new governance model is a significant shift from the previous model, moving in the right direction in an effort for the County to make smart technology decisions, particularly in light of the current financial state. The County will continue to work thru the questions and challenges that arise both with the Enterprise Technology Planning Group and the Enterprise Technology Committee. Adoption of a Technology Request Form is necessary and requests should be formalized through this process.

Should the County move forward with a County Wide Strategic Plan as suggested in the IT Study, this will assist the IT Committee to determine priorities of investments moving forward.

- Timeframe - immediate
- Budget impact - none

## Priority 2: Organizational Changes

- The current organizational chart is comprised of (1) Director, (1) Assistant Director, (1) Network Analyst, (3) Micro Computer Specialists and (3) Application Developers.

Currently, in a county the size of Washington, the IT Director is the CIO of which the job functions have changed particularly over the course of the last five years. Our budget and personnel resources have made that the IT Director serves as the operational manger, the project manager, and the strategic partner both at the department and enterprise level. The demand for technology today, calls for available time for the Information Technology Director to be at the decision making table. In order for this to happen there has to be organizational changes in the department. Proposed changes include:

*Director - Strategic Focus Business Alignment:* The Director will be less involved in day to day operations and more involved in strategic functions, allowing time to meet with department heads facilitating discussion on department long term goals. This will ensure that the Information Technology Department has the resources to meet the business strategic goals, provided these align with the overall County goals. Additionally, time will allow for strategic planning, investing more time with the County Administrative Team, IT Committee Chair and the Board of Supervisors.

## Priority 2: Organizational Changes (continued)

*Assistant Director - Operations Manager Role Focus:* The Assistant Director will take on the role of an Operational Manager, overseeing the day to day operations, keeping the lights on, providing for the successful operation of technology in the enterprise.

*Network Analyst - Technical Manager Role Focus:* The Network Analyst will have more focus in the higher level technical advisor role, overseeing help desk tickets ensuring that work is assigned properly and completed in a timely fashion.

Putting a concentrated focus to the Assistant Director and Network Analyst roles, will call for additional budget dollars to augment staff to address the higher technical duties that these two positions typically perform.

*Create Position Information Technology Administrative Coordinator/Delete (1) Micro Computer Specialist Position.* With the retirement of (1) Micro Computer Specialist position, give consideration to new position of Information Technology Administrative Coordinator. The new position will no longer serve as first line help desk, but the role will have emphasis on the administrative functions of the position, a critical position in the department, supporting managerial and administrative functions of the department. First line help desk will be satisfied by (2) Micro Computer Specialists using multiple sources of input whether it be self service, phone call or email.

- Timeframe - immediate
- Budgetary impact - Require additional funding to augment staff, proposed \$10,000 for 2018.

## Priority 3: Security Risk Assessment

- This document is in draft form currently. Next steps are to schedule the formal findings review to discuss final comments or concerns. Once this done, vendor will provide security roadmap.
- Timeframe - immediate
- Budget impact- Roadmap reveal will determine County's next steps and budget impact after review by IT Committee

#### Priority 4: Update Software and Hardware Inventories

- Update software and hardware inventories identifying assets and data classification, supporting the needs identified in the draft Security Risk Assessment. This will not only support policies moving forward, but will also provide a better vision into application usage, software modernization needs, skill development needs, and capabilities to reduce system sign on. Additionally, more detailed inventories provide a comprehensive look at asset management refresh and capital planning.
- Timeframe - 3-6 months
- Budget impact- Initially, no budget impact as inventory will be performed in house, however, the security roadmap reveal will determine if there is further budget impact after review by IT committee. Additionally, there will be budgetary needs in 2019 related to skill development, any software modernization and/or means to reduce system sign on.

#### Priority 5: Policy Creation, Management and Use Infrastructure

- Using NYSITS policies as a model and recommendations from both the IT Study and draft Security Risk Assessment update the current Computer Usage Policy to address
  - Internet, Email and Acceptable Use including mobile device, wireless access, and media usage
  - Electronic Equipment Disposal
  - Website Use and Content Management
  - Use of Access to Personal, Private and Sensitive Information/Data Classification
  - Internet Security and Privacy Act
  - Information Security
  - Cyber Incident Response/Breach Notification
- Timeframe - immediate
- Budget impact - none

## Priority 6: Staff Augmentation Strategy

- It should be recognized that we currently have staff augmentation today as we use contractual vendors for tasks where we don't have the resources be it lack of expertise or time constraints. However, with the shift in roles with Assistant Director and Network Analyst, recognize that we will need to allocate additional budget dollars as well as engage additional resources for larger scale projects such as computer replacement, enabling the technicians to focus on help desk related tickets.
- Timeframe – immediate
- Budget impact – noted above \$10,000 for 2018

## Priority 7: Design and Implement a County-wide Strategic Planning Process and Strategic Plan

- This initiative, at the larger County-wide level will assist in future planning and strategies at the technology level. However, short term, meeting one on one with the business units will facilitate a better understanding of departmental goals and strategies, aiding alignment of business and technology.
- Timeframe – short term immediate, long term 6-12 months
- Budget impact – none, unless facilitated by outside agency

## Priority 8: Plan and Execute a New Data Center Operating Model and Cloud Implementation Strategy

- Over the course of the last two years, counties have come together on this strategy, and have recognized that it is an effort that requires dedication from others at the enterprise including the business units and legal departments. Items such as terms and conditions and exit strategies have to be identified as well as consideration given to the infrastructure to support it.

Cloud strategy can take various forms as Software as a Service (SaaS) where the software application is centrally hosted and is licensed on a subscription basis, Platform as a Service (PaaS) allowing customers to develop, run and manage applications without investing in the infrastructure to develop and launch software application and Infrastructure as a Service (IaaS) providing virtualized resources over the internet. This includes file storage, virtual servers, addressing, virtual networks, etc.

With respect to 'as a service' we need to inventory our infrastructure understanding what we use, operating costs and contract obligations. It is necessary to review the organizational goals and how the technology applies. Consider trust, security, resiliency and compliance.

## Priority 8: Plan and Execute a New Data Center Operating Model and Cloud Implementation Strategy (continued)

- Timeframe – over the course of 3-6 months compare costs looking at VM infrastructure as a sample as well as enterprise applications. Consider SaaS as new software applications are requested. Months 6-12 further investigation and strategies.
- Budget impact – unknown at this time as there are many variations of 'as a service'

Technology Projects

4/9/2018

Category	Description	Item/Project	Department	Staff assigned	Start Date	End Date	Percentage Complete	Latest Activity
Infrastructure	IT Assessment	IT Assessment	All	KP	Ongoing	ongoing	n/a	
Infrastructure	Purchase, configure and install replacement time clocks	Clock configuration & installations	All	DW	4/6/2018	5/31/2018	10%	4/6/18 biometric pods received. revisit request as to what units we are not placing. Once established, work with B&G to install. 3/22 PO Sent. 3/16 go ahead with biometric pod purchase. Awaiting budget for biometric device, possible 1680, generate new secure certificate. 1/4/18 request to Admin to determine what two clocks we are not replacing and what features do we want at clock.
Infrastructure	Enable Guest WiFi	Guest WiFi	All	KP, MTT, vendor	3/9/2018	4/30/2018	15%	Requested .2 approval. Request for quote. 3/13 discussion on design. Consider policy 3/9/18 Sent message to security/engineering vendor to discuss
Infrastructure	Provide wireless access points to county devices enabling access to network capabilities as well as internet only to Board of Supervisors members	Wireless Access Point	All	MTT, Vendor	1/1/2017	4/1/2018	90%	3/14 MTT - Reviewed site work to complete with B&G/Ralph. Ralph will schedule the work to mount the main AP and two mesh Aps next week depending on weather. FE Campus complete, currently creating mesh network at Sewer District 3/9/18 Scheduled 3/14/18 work with B&G to mount replacement Admin AP and install outlying AP on dewatering building
Infrastructure	Replacement of server that allows all users to login to network	Domain Controller	All	n/a	n/a	n/a	0%	Funding not yet established, possible 1680
Infrastructure	Secure remote connectivity software for users to access network	Remote login SSL/VPN	All	n/a	n/a	n/a	0%	Funding not yet established, possible 1680
Infrastructure	Replacement of any failed camera hardware, purchase of new hardware, central management	IP Cameras Buildings and Grounds	Buildings and Grounds/Social Services/Sheriff	MTT	TBA	TBA	0%	3/28 Note Social Service/Sheriff needs. Hybrid DVR for analog cams, future buildout server and collector to manage all 3/9/18 According to Alan new Hybrid DVR purchased

Technology Projects

4/9/2018

Category	Description	Item/Project	Department	Staff assigned	Start Date	End Date	Percentage Complete	Latest Activity
Infrastructure	Explore off premise solutions, associated costs	Off Premise solutions	IT	KP,MTT, vendor	2/16/2018	TBA	5%	Vendor agnostic conversation discussing parameters that define cost
Infrastructure	Explore alternate solution	Storage Update	IT	KP,MTT, vendor	2/16/2018	TBA	5%	quoted 3rd party maintenance for Oct 2018
Infrastructure	Explore alternate solution	Disaster Recovery	IT	KP,MTT, vendor	2/16/2018	TBA	5%	
Infrastructure	Redesign of communication towers connectivity	Tower Communication	Public Safety	MTT	1/12/2018	TBA vendor dependent	20%	Final design completed, waiting for implementation of each site
Infrastructure	Replace sim in device at Putnam Barn changing carrier to increase signal strenght	Putnam Barn change carrier	Public Works	MTT	12/1/2017	3/23/2018	100%	Replaced SIM. Have SIM - schedule date to install
End Point Hardware	Purchase, configuration and installation of computers, large display for Emergency Op Center/Training	Equip Emergency Operations Center	All	PS, TD, EH	12/1/2017	4/13/2018	50%	3/23/18 estimated delivery of display for 3/26/18. Buildings and Grounds sound system, IT to install We Present, configure computers, awaiting replacement display
Security	Conduct Risk Assessment identifying top risks to mitigate	Security Assessment	All	KP	10/1/2017	4/30/2018	75%	3/23/18 Team to review draft document and provide feedback for vendor. Interviews conducted, priorities determined in workshop, reviewing doc providing supporting documentation
Security	Identify and compile computer/security related policies	Computer related policies	All	KP	3/1/2018	5/1/2018	5%	Review policies in use at NYS
Software	Internal portal to deliver shared documents, training, news, events, media channel, directories, etc	Washington County Intranet	All	DW	1/1/2016	6/23/2016	100%	3/23/18 do we want to use for Adminstrative functions? Project is completed from technical standpoint. Need to discuss with administrative team to certify decommission
Software	Redesign of website as part of support of product	External Facing Web Site	All	DW	TBA	TBA	0%	Project dependant upon Plan Group. 3 year web redesign as part of product keeping up with new technologies.
Software	Review additional Tyler modules already purchased for implementation and any necessary funding	Additional Tyler modules	All	LM	TBA	TBA	0%	Administrative Team
Software	Additional module to assist in record keeping from mobile standpoint	Time Attend Mobile Manager	All	n/a	TBA	TBA	0%	Administrative team. No funding yet established.



Technology Projects

4/9/2018

Category	Description	Item/Project	Department	Staff assigned	Start Date	End Date	Percentage Complete	Latest Activity
Software	Additional module to assist 24x7 operations in support of schedule requirements	Time Attend Scheduler	All	n/a	TBA	TBA	0%	Administrative team. No funding yet established.
Software	Implementation of Kronos module to manage absences, time off, FMLA instances	Kronos Absence	All	n/a	TBA	TBA	0%	Administrative team. No funding yet established.
Software	Upgrade of current version of Kronos Time and Attendance and Archival of records	Time Attend Upgrade/Archiver	All	n/a	TBA	TBA	0%	Administrative team. No funding yet established.
Software	Software update Board of Elections voter registration database	Vendor Update	Board of Elections	MT	2/1/2018	TBA vendor dependent	80%	PCs installed/readied, server prepared, awaiting vendor (on hold until after Fed primary est July 2018)
End Point Hardware	Review equipment needs for mobile efficiency, specify, purchase and install	Improve B&G workflow	Buildings and Grounds	PS,EH	4/2/2018	6/4/2018	0%	3/23//18 1680 budget
Software	Modify program to include Supervisors management of tickets and better work flow	Work Order System	Buildings and Grounds	MT	11/1/2018	3/29/2018	75%	Supervisor entry management
Software	Version Updates	Office Management System	Buildings and Grounds	MT	11/1/2018	3/29/2018	75%	Upgrading existing database to new version. Must be completed at the same time as the Work Order System.
Software	Adding section to code application to handle renewal of sewer permits and closed status	Sewer Permit Renewal	Code Enforcement	LM	5/1/2018	7/2/2018	0%	Need to meet with department for further specifications and timeline
Software	NYS Archives Local Government Records Management Improvement Fund (LGRMIF) grant to support enterprise electronic content management system reducing the need for long term paper storage, yet	Enterprise Electronic Content Management System	County Clerk/All	MT	1/16/2018	TBA - grant not yet awarded	0%	Grant request submitted January 16, 2018
Software	Review of archives application search function to expand capability	Archives Search	County Historian	LM	TBA	TBA	0%	Need to meet with department for further specifications and timeline
Software	Version update for improved workflow	Vendor Update	Employment Opportunity Council	MTT	2/27/2018	3/2/2018	100%	
Software	Update software inventory to include new fields identified to support data classification	Application Inventory	IT	MT,LM,DW	3/1/2018	4/15/2018	10%	Meeting 3/8/2018 to review specifications
Software	Upgrade Backup Software	Backup Software	IT	MT, MTT	TBA	TBA		
Software	Investigate 2019 budget for website compliance	ADA Compliance	IT	KP, DW	1/2/2018	2/1/2018	100%	2019 Budget request. 3/12/18 review monthly updates, review website content, review CP changes on cycle.
Software	Update to system whereas end user can input and check status on their ticket. Reset password.	Help Desk Self Service Portal	IT	KP, vendor	2/7/2018	4/30/2018	60%	Preliminary review by 4/13/18. Provide AD listing excluding non employee accounts. 3/20/18 Downloaded licenses. 3/18/18 urchased additional licenses. Requires additional licenses for end user ticket submission

Technology Projects

4/9/2018

Category	Description	Item/Project	Department	Staff assigned	Start Date	End Date	Percentage Complete	Latest Activity
Security	Review training needs for IT department as well as for other departments. For departments, topics include cyber security, Win 10 and Office 2016.	Training	IT/All	KP	3/1/2018	ongoing	5%	review needs
End Point Hardware	Replacement of computers in departments including upgrade of MS Office 2016 and assignment of O365 licenses	2017 Computer Replacement	Multiple	PS, TD, EH	11/30/2017	4/13/2018	95%	licenses received and reviewed, in process assignment
End Point Hardware	Replacement of computers in departments including upgrade of MS Office 2016 and assignment of O365 licenses	2018 Computer Replacement	Multiple	PS,TD,EH	5/1/2018	8/31/2018	n/a	
Software	Expansion of Roster Card application to include Veterans credit	Roster Card/Veterans Credit	Personnel	LM	TBA	TBA	0%	Need to meet with department for further specifications and timeline
Software	Version Updates	Restitution, Supervision, Facesheet	Probation	MT	TBA	TBA	0%	Need to upgrade the rest of the departments applications.
Software	Review spreadsheet currently in use for greater efficiency and reporting	Time Allocation	Public Health	MT	8/1/2017	TBA	50%	Coding. Identified requirements. further discussion with department on required information
Software	Identification of efficient and economical storage and retrieval of legacy data	Public Health Archival Records	Public Health	MT	TBA	TBA	0%	3/19/18 team meeting. Discussed steps to move forward. Requires human resource. PH to bring forward to committee. Scheduling team meeting to discuss latest report from General Code
End Point Hardware	Replace critical printer in 911 and bus	911 Printer Replace	Public Safety	PS, JB	2/26/2018	3/26/2018	50%	ordered and received, requires networking and installation (bus)
Software	Replacement of current audio recorder system	Audio Recorder Replacement	Public Safety	MTT	TBA	TBA	5%	3/27/18 Requires RFP. initial conversations, meetings with vendors,
Software	Protocol handling system (police, fire, ems)	Protocol handling system	Public Safety	MTT	9/1/2017	TBA	5%	3/27/18 county approved. initial conversation, investigation
Software	Enable execution of CAD application at partner backup Warren County. Use connection already in place	CAD911 execute remote	Public Safety	MTT	1/1/2017	4/30/2018	5%	4/2/2018 escalate
Software	Rollout of updated version requiring Chrome browser install/update	Cushing Web Version	Public Safety/Sheriff/Other related agencies	MTT,JB	12/19/2017	1/12/2018	90%	Browser installed, Awaiting vendor for livescan interface
Software	Version Updates	AutoDesk Update	Public Works	TD	1/19/2018	4/30/2018	75%	Completed except (1) new PC
Software	Requires review of system, no maintenance support	Phoenix Fuel System	Public Works	MT	TBA	TBA	0%	n/a
Software	Enable mobile access to application via webserver	TMT Web facing portal	Public Works	MT, MTT		TBA vendor dependent	75%	Server built, scheduling with support

Technology Projects

4/9/2018

Category	Description	Item/Project	Department	Staff assigned	Start Date	End Date	Percentage Complete	Latest Activity
Software	Modify program	Preventative Maintenance	Sewer District	MT	TBA	TBA	0%	Dept has asked for some additions to the program created a couple of years ago that tracks the maintenance they do on their equipment.
End Point Hardware	Rename equipment for use in new vehicles	Tablet Renames	Sheriff	TD,JB	1/19/2018	2/27/2018	75%	Possible 1 vehicle outstanding, awaiting confirmation from Sheriff personnel
End Point Hardware	Replace patrol aircards, reassign to HFPD for access	HFPD aircard update/rocket	Sheriff	MTT,TD	2/5/2018	2/12/2018	100%	Aircards have been given to HFPD technician to install 3/9/18 Heard from HFPD Tech(3/6/18), VZ 551L cards working in the cars.
End Point Hardware	Software update to support newer aircard	Patrol updates	Sheriff	MTT,JB,vendor	2/27/2018	TBA vendor dependent	0%	Made request to vendor to push update to support newer aircard 3/9/18 Utility support has started to update Ver 8 Firmware devices - 25%
End Point Hardware	Replace equipment supporting BC system, retire replaced hardware	Black Creek Install/Retire Hardware	Sheriff	MTT,JB	TBA	TBA	75%	Awaiting reponse from Sheriff, UPS quotes provided - Sent e-mail to Sheriff(3/5/18)
Software	Chrome Install/update browser on mobile and desktop stations that access Sallyport	SallyPort Update	Sheriff	MTT, JB	1/9/2018	2/6/2018	100%	Chrome Installation - completed 2/2018
Software	Change procedure for body cam video downloads. Move from pilot/test system to server based system	Body Cam Installation	Sheriff	MTT	1/23/2018	TBA vendor dependent	80%	4/3/18 Check Salem Connectivity. FTE in place, 3/9/18 vendor on site to upgrade firmware & review retention policy. Sheriff Office to review
Software	Rollout of web version to local PDs	Cushing rollout local PDs	Sheriff	MTT,JB	TBA	TBA	20%	Fort Edward complete, awaiting schedule for remaining PDs
Software	Modify program	Pistol Permits	Sheriff	MT	TBA	TBA	0%	Various modifications/additions to program.
Software	Tyler module enable position budgeting	Position Budgeting	Treas/Admin/Per/BOS	LM	5/1/2018	TBA	0%	Administrative team request to delay until May 2018
Software	Consideration of capability and cost to create a new bucket in time and attendance and request cost to print on check stub	Extended Leave Discussion	Treas/Personnel	LM, DW, KP	6/1/2018	8/1/2018	0%	3/16/18 tabled at BOS mtg. as of 3/5/18 Time and Attendance discussion only.
Software	Employee portal	eSuite Implementation	Treasurer	LM	TBA	TBA	0%	Not yet scheduled, but will require secure certificate 3/9/18 Secure Cert generated under WashingtonCountyNY.Gov domain, will require new e-mail address under this matching domain.
End Point Hardware	Specify, purchase and connect signature pads and scanners to support application	Veterans sigpads/scanners	Veterans	PS,JB	2/19/2018	3/19/2018	90%	Scanners approved for purchase. Veterans testing sigpad.

Category	Description	Item/Project	Department	Staff assigned	Start Date	End Date	Percentage Complete	Latest Activity
End Point Hardware	Purchase, configuration and installation of computers for WIC	2017 Computer Replacement	WIC	PS, TD, EH	10/6/2017	3/16/2018	90%	reassigning equipment within department, 2 additional drops needed
Software	Migration to NYS WICSIS web based software	WICSIS	WIC	TD,EH	10/1/2017	9/18/2018	0%	3/15/18 reviewing remote connectivity at 5 remote sites. Per state, conversion slated for 9/18/18 week with first appointments 9/24/18 3/15/18 document supplied by state. Review specifications for remote internet connectivity. PC installations complete, review specifications for readiness
End Point Hardware	Purchase, configure and installation of computer, large display for Youth/Alt Sent	Equipment Purchase	Youth Bureau/Alternative Sentencing	PS, TD, EH	2/1/2018	TBA vendor dependent	50%	awaiting delivery of pc module
Software	Modification to support new program eTASC	eTASC/Opportunity Project	Youth Bureau/Alternative Sentencing	MT	4/1/2018	TBA	20%	Design specifications done. Need to meet with department for further specifications and timeline
Software	Modification to support the Values Improvement Program/Responsible Thinking	Values Improvement/Responsible Thinking	Youth Bureau/Alternative Sentencing	MT	4/1/2018	TBA	10%	Program name changed 12/17. Coding. Dept requires. Need to meet with department for further specifications and timeline
Software	Modification to support upgrade and changes within record management	Community Service	Youth Bureau/Alternative Sentencing	MT	9/1/2018	TBA	0%	Identified requirements. Need to meet with department for further specifications and timeline
Software	Version Updates	Alcohol and Substance Abuse, Day Reporting, Juvenile Community Restoration	Youth Bureau/Alternative Sentencing	MT	TBA	TBA	0%	Need to meet with department for further specifications and timeline
Software	Modify program	Pretrial	Youth Bureau/Alternative Sentencing	MT	TBA	TBA	0%	Various modifications/additions to program.
Software	Resource Directory	Resource Directory	Youth Bureau/Alternative Sentencing	MT	8/30/2016	TBA department dependent	0%	Had various meetings. We were waiting for the RFI/RFP to come out from the State
Software	Modify program to track information needed for new client type	Juvenile Community Restoration	Youth Bureau/Alternative Sentencing	MT			75%	Made most of the important changes. Still have a few things to add.
<b>NEW REQUESTS</b>								

Technology Projects

4/9/2018

Category	Description	Item/Project	Department	Staff assigned	Start Date	End Date	Percentage Complete	Latest Activity
Infrastructure	Request to provide facility to send large documents video/audio electronically rather than on paper - externally	File transfer	All		3/21/2018			Not yet established as project
Infrastructure	Fuel System connection to internet to comply with state law	Fuel System connection to internet to comply with state law	Public Works	KP	3/15/2018	TBA	0%	3/15/18 email request from Ty advising of project, and RFP. Replied with inquiry as to when RFP due and when we can meet to discuss project. Further discussion. Ty getting available dates to discuss.
Conversation	Administration	Discuss concerns/2019	Adminstration	KP	3/9/2018			standing weekly meeting
End Point Hardware	New employee hardware not budgeted	New employee units	All	KP	n/a	n/a	100%	Pulling from 2017 or 2018 buy
Conversation	County/ITS/BRIM insurance discussion	Discussion around insurance - what do we know how does it relate to purchase	All	KP(other)	3/5/2018	TBA		RW stated we will find out what we know, digest risk assessment, then reconveigne with them. Also, IT facilitated session.
End Point Hardware	Request replacement printer	Code Enforcement	Code Enforcement	PS,KP	3/5/2018	TBA	0%	Discuss with department head regarding print share
End Point Hardware	Request for additional mobile unit not assigned to employee	Mobile unit	Personnel	KP	4/4/2018	n/a	90%	4/4/18 discussed permanent assignment, rather new or loaner. Provided loaner unit
Conversation	Public Health	Discuss concerns/2019	Public Health	KP	3/19/2018	3/19/2018		scheduled for 3/19 following 115 mtg
End Point Hardware	Quote replacement nurse units	2018 Computer Replacement	Public Health	KP, PS	3/23/2018	6/30/2018		Grant funding needs to be complete by June 30, 2018 (spec,quote,purchase,receive,invoice)
End Point Hardware	Request for printer Superintendent	Public Works	Public Works	PS, KP	3/5/2018	4/30/2018	0%	Ordered printer. Determined it confidential. Proceed with request. Discuss with department head regarding print share
Conversation	Public Works	Discuss concerns/2019	Public Works	KP	3/9/2018	3/9/2018	100%	3/9 Jack to investigate and provide information
Software	Provide capability at remote barns to access SDS material electronically via pc	SDS remote access	Public Works/Safety Office	MT	TBA	TBA		Not yet established as project
Software	Migration to new hosts, upgrade software	Update IMO Host	Real Property	MTT, vendor	TBA	TBA	0%	MTT - Mon, Feb 12, 2018 - SDG - Quoted \$800 to complete conversion. New VM (Private & DMZ) needed. MTT - Sent message to Director on statusNo funding yet established, possible 1680
Software	Request to update parcel view application using new HTML/Javascript plus block of hours	Parcel Viewer/GIS Support	Real Property	vendor	TBA	TBA	0%	No funding yet established

Technology Projects

4/9/2018

Category	Description	Item/Project	Department	Staff assigned	Start Date	End Date	Percentage Complete	Latest Activity
Conversation	Sheriff	Discuss concerns/2019	Sheriff	KP,MTT	3/15/2018			3/15 sheriff cancelled. Waiting for his availability. Scheduled for 3/15 @ 1030
Software	Pharmacy Update to include installation of new software, printer and label maker per vendor	Pharmacy Software update	Sheriff	requested JB	3/23/2018	3/29/2018		Complete as of 4/2 Go Live. Advised of update needs to be ready byu 3/29 go live 4/2.
Conversation	Social Services	Discuss concerns/2019	Social Services	KP	3/13/2018			3/29 email to meet 4/13 confirmed. 3/27 received topics for discussion. 3/13/18 sent email request. requires call back
End Point Hardware	2018 Replacement of 10 failing units	2018 Computer Replacement	Social Services	KP, PS	3/29/2018	TBA	0%	consider replacing these units rather than awaiting VDI. What is budget impact?
Conversation	Treasurer	Discuss concerns/2019	Treasurer	KP	3/9/2018			3/9/18 left msg
<b>ONGOING</b>								
Infrastructure	Continue investment in virtual technology enabling high availability, efficient delivery	Virtual Technology	All	KP,MTT, vendor	Ongoing	n/a	n/a	
End Point Hardware	Review equipment needs for new employees	Other equipment for employees not funded	All	PS,EH	Ongoing	n/a	n/a	
Software	Application development, focus on clientless installations enabling mobility and share of data	Web based deployment	All	MT,LM,DW	Ongoing	n/a	n/a	
Software	Payroll/Financial system address issues/errors that arise	ERP Products	All	LM	Ongoing	n/a	n/a	
Software	Continued support regarding new schedules, pay rules, profiles or wrong coding, time conversions, etc. to support issues created by departments within the Timekeeper application	Kronos Time and Attendance	All	DW	Ongoing	n/a	n/a	3/12/18 DW - Sheriffs more schedule line creations
Software	continued support of Purchase Order Audit data	Purchase Order Audit	BOS	DW	Ongoing	n/a	n/a	3/12/18 DW - Looking into no longer using per department
Software	Computerized Tests for County / Boces/ Schools	NYS Civil Service	Civil Service	LM	ongoing	n/a	n/a	as needed
Software	Computerized Typing Tests for County / Boces/ Schools	NYS Civil Service	Civil Service	LM	ongoing	n/a	n/a	as needed
Software	Matches to see Terminated Employee to verify we have delete forms to be removed from our Active Directory System.	AD Match	IT	LM	ongoing	n/a	n/a	Repeats Monthly
Software	possible software implementation	Possible move to Automon	Probation	KP	n/a	n/a	n/a	Discussion on hold

Technology Projects

4/9/2018

Category	Description	Item/Project	Department	Staff assigned	Start Date	End Date	Percentage Complete	Latest Activity
Software	monitoring problems, addressing any IT specific items	CAD911	Public Safety	TD	Ongoing	n/a	n/a	recent conference call
Software	Support of TMT application fixing data errors waiting bug fixes, import of fuel transactions to update odometers, update of fuel costs, custom reports	TMT Support Ongoing	Public Works	MT	Ongoing	n/a	n/a	
Software	possible expansion with local assessors	Real Property	Real Property	MTT	Ongoing	n/a	n/a	n/a
Software	Create Tax Bill Information For Tax collecting & Bill Printing	Systems East Tax Collection System	Rps/Schools	LM	ongoing	n/a	n/a	Repeats Yearly in August
Software	Create Tax Bill Information For Tax collecting & Bill Printing	Systems East Tax Collection System	Rps/Towns	LM	ongoing	n/a	n/a	Repeats Yearly in December
Software	Create Tax Bill Information For Tax collecting & Bill Printing	Systems East Tax Collection System	Rps/Villages	LM	ongoing	n/a	n/a	Repeats Yearly in February and May
Software	continued support of Sewer District #1 Billing program	Sewer Billing #1	Sewer	DW	Ongoing	n/a	n/a	
Software	Ready Sewer Bill App For input & Bill Printing -Create Files for import into Tcs.net for collection.	Sewer Bill Application / Systems East Tax Collection System	Sewer District / Treas	LM	ongoing	n/a	n/a	Repeats Yearly in March and September
Software	continued support of Road Patrol Scheduling Program	Road Patrol Scheduling	Sheriff	DW	Ongoing	n/a	n/a	
Software	Accounting software	Peachtree Accounting	Social Services	MTT/DW	Ongoing	n/a	n/a	3 license network version
Software	continued support of application for daily cash receipt transactions	Cash Receipt Reception	Social Services	DW	Ongoing	n/a	n/a	Reception Window
Software	continued support for application for Clearance Tracking and Fraud	Clearance Tracking and Fraud	Social Services	DW	Ongoing	n/a	n/a	Fraud Department
Software	continued support for application for Daily Receipt of Documents program	Document Receipt Reception	Social Services	DW	Ongoing	n/a	n/a	Reception Window
Software	continued support for application for activity at reception window	Activity Reception	Social Services	DW	Ongoing	n/a	n/a	Reception Window
Software	Update Table information to Current Sewer runs information for Corrective Sewer Bills to be sent out.	Sewer Corrective Bills Application	Treas	LM	ongoing	n/a	n/a	Repeats Yearly in March and September
Software	Address all issue / errors that occur. Work with Tyler Support Teams.	Tyler /ERP products / Modules	Treas/ Admin/HR	LM	ongoing	n/a	n/a	as needed
Software	Create reports that the Tyler/ERP application can not supply.	Tyler /ERP products / Modules	Treas/ Admin/HR	LM	ongoing	n/a	n/a	as needed
Software	Install Year Releases / Upgrade / Fixes	Tyler /ERP products / Modules	Treas/ Admin/HR	LM	ongoing	n/a	n/a	as needed

Technology Projects

4/9/2018

Category	Description	Item/Project	Department	Staff assigned	Start Date	End Date	Percentage Complete	Latest Activity
Software	Address all issue / errors that occur.	Systems East Tax Collection System	Treas/Villages/Schools/Towns	LM	ongoing	n/a	n/a	as needed
Software	lookup use only Veterans Program	Access	Veterans	DW	Ongoing	n/a	n/a	3/12/18 - Veterans will stop using this information soon as they currently do some bus scheduling with program but are transationing this last piece over to eVet Assist Program
Software	Veterans tracking and application and filing program	Evet Assist	Veterans	DW	Ongoing	n/a	n/a	3/12/18 - Veterans working with vendor to setup signiture pads to use with application in the office and in the field
<b>REMOVED</b>								
Software	Purchasing inventory	Access	Purchasing	DW				No longer using
End Point Hardware	Discussion to provide hardware in lobby for file access	Request for pc in lobby with access to DVR camera	Sheriff/Social Services	KP	n/a	n/a	n/a	No longer requested per Admin 3/8
Software	Admin Letter Program	Access	Social Services	DW				No longer using
software	Social Services Letter Program	Access	Social Services	dw				No longer using
software	HEAP Appointment Tracking	Access	Social Services	DW				No longer using
software	Managed Care Program	Access	Social Services	DW				No longer using