

**ISS BOARD MEETING
APRIL 14, 2020**

A meeting of the ISS Board was held via TEAMS on April 14, 2020.

Board Members Present: Christine Altman, Commissioner (Vice Chair)
Robin Ward, Assessor
William Hughes, Judge Superior Court 3
Amy Massillamany, County Council
Kenton Ward, Surveyor (Chair)
Jennifer Hayden, Recorder

Others Present: Chris Mertens, IT Director; Joan Keene, GIS Director; Ollie Schierholz, proxy for William Hughes; Diana Cleland, Web Administrator; Heather Bennett, Project Manager

Board Members Absent: Kathy Williams, Clerk; Dennis Quackenbush, Sheriff; Robin Mills, Auditor

Call to Order

Kent Ward called the meeting to order at 9:00 AM while Connie Garrett recorded the minutes. A quorum was present.

Approval of minutes for the January 14, 2020

The minutes were approved as submitted.

Eden Replacement Status

An RFP was issued for a consultant to evaluate our business processes and help to formulate an RFP to select the vendor. There were ten responses and BerryDunn was ultimately selected. The estimated cost is \$109,000. The project is on hold for six months based on what is going on now, but we still plan to go forward with this phase of the process. There may be some budget changes coming so it will be up to Council and Commissioners to decide if they want to continue with the process.

Microsoft Agreement Update

Our Enterprise Agreement is up this year. We could renew our agreement as is, but Microsoft is also pushing Microsoft 365 which has more components bundled and is more cost effective. Mertens is trying to get three bids, possibly moving from CDW to Dell. The increase that was expected isn't as big as thought and looks like it will be about \$370,000 a year for three years. This includes all our Office licensing, Windows licensing, Server licensing, Database Server licenses, essentially everything we run infrastructure wise in the County.

Remote Worker Update

ISS ordered 100 desktop PC's and only 14 of them are left so 86 have been deployed along with 50 rental laptops. We also have 8 HP laptops that came in from an order placed last year that had been canceled but we still received them. Many days we are averaging well over 300 people connected through our VPN during the work hours. We did the firewall upgrade last year and that is what allows that many to VPN in. 30 desktops were ordered for the Sheriff's complex but none of those have been deployed. The Helpdesk has done a great job in pushing those machines out and getting people setup

and able to work from home. Mertens is very thankful that we had the things in place that we did because that has really made a difference in terms of how we can let people work from home.

Internet Bandwidth Upgrade

One of the things we did start to see after the first week of people working remotely, is our bandwidth usage did go up even though there weren't as many people working in the buildings. Remote connectivity causes a lot of bandwidth usage, so we did do an internet bandwidth upgrade to double our capacity for a \$500 increase on a new contract. We now have a full 1GB bandwidth for the County.

CloudFlare

CloudFlare is a company that provides caching for internet sites. They have a program specifically for Governments to protect elections. It is completely free and essentially it helps protect any State and Local Government website that has anything to do with elections. It is cached and that means it increases the speed of our website and if we were to be hit by a denial of service attack from a cyber prospective, they protect against that as well. If you go to this link, <https://www.cloudflare.com/athenian/> it is an interview with their CEO talking about giving back and wanting to protect the integrity of the election process. Mertens went over a graph, that is attached, to show what it does in just one day.

Web Update

Diana Cleland went over the Web News, which is attached. She covered online submissions, property and tax reports, Covid-19, public forms, internal forms and workflow along with the website redesign.

ISS Board Ordinance Amendment

During the last meeting, there was discussion to invite EMA to the ISS Board. There are several departments that are not represented. If we start to invite one, do we invite all and how were the first members determined? Mertens asked if we should have others be involved as members and amend the ordinance or should we simply invite them to meetings, so they are aware of what is going on. Kent Ward stated that each elected official on The Board represents the different aspects of our government and it was meant to be "tight" so it wouldn't be a large committee. The At-Large Member is supposed to rotate among the remaining elected officials but that has not been done in a while. Ward's recommendation is to invite them as non-voting members and all agreed. Mertens will send an e-mail to the department heads that aren't on the Board and explain that they will be invited to meetings as non-voting members so they can stay abreast of what is going on in the IT world.

Other Business

ISS has one opening in the department that was posted for the Applications Group, but the posting was pulled down with everything going and will get re-posted soon.

Next Meeting – July 7, 2020

The meeting was adjourned at 9:44 AM

24 Hours 7 Days 30 Days

12 APRIL — 13 APRIL

Unique Visitors

8,136



Total Requests

1,541,724



Percent Cached

10.72%



Total Data Served

27 GB



Data Cached

3 GB



Hamilton County

Web News

By Diana Cleland, Web Administrator

April 13th, 2020

Online Submissions:

2543 public submissions completed in 1st quarter.

494 internal submissions completed in 1st quarter. (Does not include many SharePoint submissions)

3037 Total submissions for 2020.

Property and Tax Reports (Annual Tax updates) – Completed

- We update the application to include a new tax year.
- We updated the annual data sets to produce html versions of the Tax Bills and Comparison Reports.
- Researched and developed a process to speed up redaction of the PRC PDF's. Passed this over to Applications group.

Property and Tax Reports (New Tax Bills) – 80% completed

A State mandate that requires a standardized layout for Tax Bills and Comparison reports. This requires us to post pdf versions of the Tax Bills and the Comparison Reports.

- We made application modifications to incorporate PDF versions of the Tax Bill and the Comparison Report.
- We researched and developed a process for generating over 300,000 PDF's.
- We modified the application and code to produce a different layout for 2019 and beyond, using slightly different data fields.
- We generated and posted the majority of the Tax Bill PDF's. There is a hand full that need to be redacted, or redone.
- We are generating the Comparison Reports and plan to have the majority completed by the end of this week.

- **Covid-19:**

- We added a new area for Covid-19 and several pages of content.
- We have posted many related News Flashes; and adjusted page content to reflect changes to agency procedures.
- We are helping agencies to process additional forms more digitally, so they can be completed without personal interaction.

Public Forms:

Auditor: Request for Preliminary Appeals Conference – under review

Internal Forms and Workflow:

- **911 Communications:** On Call Resource – Adding site content.
- **Auditor: Vendor Information/Cert of Insurance** – Creating the form.
- **Safety & Risk: Hep B immunizations - Completed**
Workflow and Tracking for potential employees.
- **HR: Work from Home Log form – Completed.**
Sends log submission to employee's supervisor.
- **EMA: Incident Response form – Completed**
- **Community Corrections: Residential Admissions / Releases – Completed.**
- **Request for Preliminary Appeals Conference – 75% Completed.**
Public Form and internal workflow 75% complete
- **Daily Work Productivity Log – Completed**

Website Redesign:

- We went live with the new site.
- We are developing standardized layouts for repeat usage scenarios. For instance, information about Boards and Committees, and their Meetings should be presented in a more consistent manner. It will be more intuitive and faster for our public users.
- We plan to implement a better Search application by the end of the year.