A meeting of the ISS Board was held via TEAMS on July 6, 2020.

Board Members Present: Kenton Ward, Surveyor (Chair)

Christine Altman, Commissioner (Vice Chair)

Jenny Hayden, Recorder

Ollie Schierholz, proxy for William Hughes, Judge Superior Court 3

Dennis Quakenbush, Sheriff

Debbie LePere, proxy for Kathy Williams, Clerk

Robin Ward, Assessor

Amy Massillamany, County Council

Robin Mills, Auditor

Others Present: Chris Mertens, IT Director; Heather Bennett, Project Manager; Ralph Watson, Executive Director Community Corrections; Joan Keene, GIS Director; Chris Stice, Director of Parks & Recreation; Barry McNulty, Health Department Administrator; Brad Davis, Highway Director; Diana Cleland, Web Administrator

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 April 14, 2020 meeting
The minutes were approved as submitted.

Eden Replacement Status
The project kicked off with the company Berry Dunn. We've been working with the Auditor on this and have a project plan laid out and will communicate with all the departments. Key to making this a success will be input from the departments. This is a huge project and will take multiple years to complete.

Microsoft Agreement Update
The agreement was renewed July 1, 2020 with Dell, the lowest cost option of the 3 quotes we received. There were some changes to the agreement and one of the big ones is changing it from Office 365 to Microsoft 365 and with the name change, the bundle changed which worked out well for us because we only had 400 licenses for remote device management. Now all users will be licensed. It also gives us the ability to roll out dual factor authentication to all users.

CARES Act
A portion of the increase we saw in our Microsoft Agreement is going to be reimbursable.
Remote management and audio-conferencing licenses we added during the pandemic so that people could set up TEAMS meetings and have the phone number to dial in to; we submitted those increases in cost through the CARES Act.

Some increase cost around Cisco phone licenses will be going through the CARES Act so we can have the softphone capability for all our users. Also, 115 users were identified to move from desktops to laptops. That order was an approved expenditure. With all the increase in video and video hearings that the Courts are doing, there are some network changes that can be made to help ensure a quality experience for everyone on our side. That refresh of some equipment was submitted as a CARES Act expenditure. An additional spreadsheet will be sent out so if you have users that are still using the rental laptops, and you will continue to have those users work from home, we need to know if you want to transition them to a laptop fulltime so we can return those rentals and then submit that expenditure for approval. We did a fiber extension at HHW to a second building to allow their employees to spread out and work in multiple places. We ordered a Mondopad for the Assessor to use for the PTABOA hearings. Altman asked if running fiber to the Lafayette building would be covered under the CARES Act. Mertens said he would check and see if that could be tied to Covid.

Court Room Updates
The Courts have done many video hearings since this started. The Judges would like to have that ability to continue to do more video than they have in the past. When jury trials begin; how are we going to socially distance the jury and make the video of those hearings available to the public? ISS has been working with a couple of different vendors to come in and look at the court rooms and how we might upgrade those to better handle video and the equipment in each courtroom to be identical and not tied to a specific platform. This upgrade would include the opposite end at the jail where we have the men's and women's and juvenile video solutions. The upgrade will be something we would submit for the CARES Act. We are also looking at the Commissioner's Courtroom and how we can make that more conducive to virtual meetings.

Wi-Fi Upgrade
The decision has been made to move to Cisco for our wireless. The Jail/Public Safety Campus is already all Cisco, so it made sense to expand that wireless throughout the County. This will be an upgrade especially in the Judicial Center, Courthouse and other buildings that have Wi-Fi such as Highway and 4-H. Cisco gives us more tools to use in terms of controlling the public on our Wi-Fi.

POSSE Upgrade
The POSSE upgrade was planned for this year but not to start until the third or fourth quarter. However, the Health Dept. has a need for a new POSSE application for vaccine tracking, appointments, etc., especially around a potential Covid vaccine. The best way to do that application is on the upgraded POSSE software so it will be started right away.   This was approved as a potential CARES Act expenditure. One of the big pieces of the upgrade is POSSE WebUI. It allows for their applications to be used on mobile devices and tablets and they adjust to whatever screen size you're on.

ISS Technology Resources SharePoint Site
We will continue to build out this site and add information on here that will be useful for staff. Helpdesk numbers are listed and on-call schedules and contacts if you need help on the weekends, cheat sheets, new features, and tips. As things are added, they will be referenced in e-mails.

Web Update

Diana Cleland went over the Web News, which is attached. She covered online submissions, website redesign, primary election, property and tax reports, projects done for HHW, Auditor, Assessor, EMA, Communications, ISS and the Clerk.

Other Business

The one opening in ISS has been filled and he will start next week. This position is the go-to for POSSE.

ISS is continuing to make sure everything is in place for this pandemic. The laptops ordered will ship next week and will be set up for those employees identified to work from home. ISS staff is continuing a rotation of working from home and working in the office.

Mertens followed the recommendations from the Council guidelines and moved into 2021 with the same budget as 2020. The Microsoft Agreement came in less than anticipated, and the way ISS did the Cisco phone licensing freed up money in next year's budget as well as the following years budgets. Moves like that have created some room to help stay within budget. The last time Council provided funding into the non-reverting fund was five years ago and there is just under $1 million left in that fund. If some of the expenses, especially around licensing increases, are covered or partially reimbursed through Cares, that will create some room in this year's budget and as a practice, as we get towards the end of the year, if we've had money available we've always shifted that over to non-reverting.

Next meeting – October 13, 2020

The meeting was adjourned at 9:58 AM

Hamilton County
Web News

By Diana Cleland, Web Administrator

July 6th, 2019

Online Submissions:
Count Not Available: public submissions completed in 1st and 2nd quarters.

Count Not Available: internal submissions completed in 1st and 2nd quarters. (Does not include most SharePoint submissions)

Website Redesign: Completed

The main launch was completed. However, there are additional follow up projects we still hope to complete this year.

Primary Election:

- Online Training for Poll Workers, Judges, and Counters: **Completed**
- Updated web content and forms: **Completed**
- Processed and posted preliminary results and final results: **Completed**

Property and Tax Reports: Completed

Processed and updated data for appraisals and the 2020 PRC Cards.

HHW: Online Scheduling - Completed
We implemented online scheduling for drop off appointments.

Auditor: Certificate of Insurance – Completed
form and tracking process

Auditor: Capital Assets – Completed
forms and tracking process

Auditor: Small Business Grant Application – Completed

Form that includes upload of multiple files per submission.

Assessor: Request for Preliminary Conference for Assessment Appeal – Completed
Public Form

EMA: Information Request Form - Completed.

Public Form and tracking

EMA: Prospective Volunteer Application - Completed.
public form

EMA: Prospective Volunteer Training Process - Completed.

Process and status tracking

EMA: Prospective Volunteer Badge ID request Form – Completed
form and tracking

911 Communications: On Call Resource – Completed

SharePoint site. Contact Call list and related information.

ISS: New SharePoint site – 50% done

Clerk: Marriage Meetings - Completed.

Online Scheduling that sync's up with Outlook and a streamlined process for managing Team meetings.

Clerk: Marriage Applications – 80% done

We purchased eSign Genie to process Digital Signatures. This pilot project will go live this week. Additional projects are planned.

Clerk: Records Request Form – Just started

Public form and tracking

Clerk: SharePoint site - Completed.
A restricted site for accessing new tools and processes