

**ISS BOARD MEETING
OCTOBER 13, 2020**

A meeting of the ISS Board was held via TEAMS on October 13, 2020

Board Members Present: Dennis Quackenbush, Sheriff
Robin Mills, Auditor
Robin Ward, Assessor
William Hughes, Judge Superior Court 3
Amy Massillamany, County Council
Kenton Ward, Surveyor (Chair)
Jennifer Hayden, Recorder
Kathy Williams, Clerk

Others Present: Ralph Watson, Executive Director Community Corrections; Heather Bennett, Project Manager; Chris Stice, Director of Parks & Recreation; Jennifer Templeton, Treasurer; Joan Keene, GIS Director; Diana Cleland, Web Administrator; Chris Mertens, IT Director; Steve Wood, Buildings & Grounds Superintendent

Board Members Absent: Christine Altman, Commissioner (Vice Chair)

Call to Order

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

Approval of minutes for the July 6, 2020 meeting

The minutes were approved as submitted.

Eden Replacement Status

Berry Dunn has been working for the last several months in meetings to go over processes of various functions in the County, documented those, and have gone through and created workflows for those processes. Heather Bennett discussed the 17 fact finding sessions that were hosted the week of August 11 -13, 2020. Through these, Berry Dunn identified there were 89 unique users and from that, they developed a Needs Assessment Report. Future deliverables will be things that we would like to be different in our solution, a Gap Analysis Report, and they will help us come up with the functional and technical requirements. Along with that, will be an RFP Package that we can release out to vendors to allow them to give us a bid response. Bennett will create a folder in the ISS Board Team and post the documents that have been delivered.

CARES Act

ISS submitted approximately 2 million dollars' worth of expenses through CARES Act. One of the bigger ones was a network update. Other items include upgraded Cisco Phone Licensing that gives everyone the soft phone capability. We have deployed the Sharp Displays to all the Courtrooms as well as a couple of the Hearing Rooms, Court Administration and the Highway Department. Audio upgrades for a handful of Courtrooms are scheduled and will be done by the end of the year. Wi-Fi upgrades have been rolled out and completed so now we have Cisco wireless across the County which gives us more

visibility as far as who is connecting and what kind of traffic is on our network. For the public, we've also put in, kind of splash page, that you must go to, to accept. Then after four hours, it will kick off people on public and they must go to the accept page again. This helps with our traffic and helps with people that are just walking past the building and connect automatically which slows down our public network. We ran some fiber to one of Household Hazardous Waste buildings so we could put in additional Wi-Fi and additional capabilities for their employees to connect in a distance manner. In the Commissioners' Courtroom, we are going to upgrade all the audio and video capabilities and we should be able to broadcast our own meetings and push them out to YouTube automatically. The only things that will stay are the displays on the side walls. We will also add cameras so we can do hybrid, in-person, virtual meetings. All the small displays where the Commissioners and Council sit and the lower level, will be replaced with iPads that will allow you to zoom in on something that is being presented and you will see it on that small screen. The iPad will only connect to the internal system; it will not allow you to go out to the internet. The microphones will be improved so they are not so directional and the sound in the audience area will be better. We've deployed over 125 laptops and have 30-40 to go. POSSE and Teller are being upgraded along with a project with the Health Department for vaccine tracking once a vaccine becomes available. Also, Kronos Mobile, which is a system that allows employees to clock in on their own phones instead of time clocks and shared computers, to promote social distancing. All these things must to be done by the end of the year.

Print Management Agreement – Renewal 2021

In 2021 an RFP will need to be issued for Print Management. We are on the second 5-year agreement with Van Ausdall and for the most part we are happy with them but would like them to do better on how they bill and could automate some things better. Mertens has heard some cost saving measures in other cities is a requirement put on copiers and printers that when you want to print something, you use your badge to release that print. There is a certain aspect of tracking print and the other thing it does is, you can hit print on a document and then go to any printer to retrieve it. In this Covid era, it keeps us from touching the devices as much and makes the prints secure because no one else can pick it up. Mertens would like someone to come in and review our environment and optimize as much as possible for the number of devices we need and where the volume is that would need higher level printers. One thing we've seen with Van Ausdall recently that has been a positive is their outsource printing. With this election it has saved our devices from becoming overwhelmed.

IT Non-Reverting Fund Update

ISS has had several projects paid out of it this year and the balance is less than \$1,000,000. Last week, Mertens was on the Council agenda to see if they would put additional funding in there and they did agree to put \$1.5 million in that fund. We have identified over the next two years around \$1.5 million of expenditures. One is the same kind of network redesign we did here at the Judicial Center that was funded with CARES Act, will be done at the Sheriff's complex. Several of our network switches around the County are all about seven years old and need to be replaced within the next couple years. Also, at the end of this year, if we have money left in our budget, we will do a transfer into not only the Non-Reverting Fund but also the GIS Non-Reverting Fund as well.

Web Update

Diana Cleland went over the Web News, which is attached. She covered online submissions, general election, property and tax reports, tax sale application, online deductions, Covid notices and content,

POSSE-related web environments and projects done, or percentages done, for HR, Health, Auditor, ISS, Clerk and Sheriff. Mertens added that over 400 employees watched the Benefits Live Event and they were able to track when an employee started watching the video live and when they left. The Q&A was captured and sent to HR so they could address those questions. With this Live Events feature, up to 10,000 people can be on at one time.

ISS is down one person. There are several resumes to go through and hopefully, start interviewing next week to get that position filled. Mertens and Cleland would like to see someone with a development and SharePoint background.

Other Business

The KnowBe4 service has been deployed in September as we transitioned away from Security Mentor. KnowBe4 is more flexible in the kind of trainings and Phishing exercises we can do. The first training videos were assessments of where we are at. Those provide information on what we should focus on based on employees' responses; we need to focus on passwords and e-mail security. Over time, we build an organizational security risk score showing where the organization was at the beginning of the year and where they are after a year of training. The other nice thing about these Phishing exercises, is that at the time an employee makes a mistake and clicks on the link or provides their ID and password, they will be presented with training that addresses what they missed. It is right then, not once a month training. Employees can also be grouped. Employees who regularly fail a Phishing exercise, can be put in groups that receive more targeted training.

Judge Hughes made a matter of record how appreciative the Judiciary is for what ISS has done to keep us in business with our doors open and doing justice as needs to be done, and addressing those needs with their abilities and capabilities, their foresight and their perseverance at this time. On behalf of the Judges, it is really appreciated. Kent Ward agreed and gave Mertens and his crew kudos for a job well done.

Next meeting – January 12, 2021

The meeting was adjourned at 9:48 AM

Hamilton County Web News

By Diana Cleland, Web Administrator

October 12th, 2020

2020 Online Submissions:

	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter
Public submissions	2,563	8,327	11,377	
Internal Submissions***	522	1144	765	
Cumulative Total	3,085	12,556	24,698	

*** Does not include many SharePoint submissions

2019 Cumulative total was 17,594

General Election:

- Updated Online Training for Poll Workers, Judges, and Counters: **Completed**
- Updated web content and forms: **Completed**
- Weekly data exports: on going

Property and Tax Reports: Completed

- Designed and implemented a fix to provide correct values related to non-certified penalties.
- Corrected an issue where Pay buttons for Tax Sale properties were not being disabled.
- Modified data and application so we can disable Pay button on any given parcel, as needed by the Treasurer

Tax Sale Application: Completed

annual data manipulation and application updates.

Online Deductions: Completed

Modifications for values and validation on two submission forms.

Covid Notices and Content: On-going

Coordinated effort with Tammy Sander and several agencies.

HR: Benefits Video and tracking – completed

Created Confirmation form, recompiled and posted video.

Health: ShowSomeCLASS Campaign: 50% Done

- Created new website
- Create online pledge form
- Working on Covid Dashboard – shows stats per school district.
- Working on Honor Roll application – shows people who made the pledge.

Health: Flu Clinics, Online Scheduling – 80% Done

We implemented online scheduling for employee clinics to support social distancing efforts. Adding clinics as needed, still a couple to go.

Auditor: Capital Assets – 80% done

internal forms and tracking process

ISS: New SharePoint site – On hold

Clerk: Marriage Applications – On hold

Went live with pilot project for Digital Signatures (for public and the Clerk). However, a couple enhancements are on hold.

Clerk: Records Request Form – On hold

Public form and tracking

Sheriff: Response to Resistance – 60% Done

A very complex internal submission, review and analysis process

Sheriff: Sheriff Sale – Just started

A custom public web application to eliminate office traffic and improve research functionality.

POSSE-Related Web Environments:

Servers, web sites, SSL certificates, user accounts, testing, & go live.

- Outrider upgrade – 50% Done
- Teller upgrade – 50% Done
- WebUI - 50% Done