

**INFORMATION TECHNOLOGY AND COMMUNICATION
COMMITTEE MEETING**

WEDNESDAY, MAY 1, 2019

4:00 P.M.

MINUTES

MEMBERS PRESENT: Commissioners Brandon Haskell, Jane Whitacre, Brian Droscha, Brian Lautzenheiser, Jeanne Pearl-Wright, Rob Piercefield and Wayne Ridge

ALSO PRESENT: Jeff Parshall and John Fuentes

The May 1, 2019 regular meeting of the Information Technology and Communication Committee was called to order at 4:00 p.m. by Chairperson Haskell.

The Pledge of Allegiance was given by all.

Commissioner Lautzenheiser moved to approve the agenda, as presented. Commissioner Droscha seconded. Motion carried.

Commissioner Ridge moved to approve the minutes of the April 3, 2019 meeting, as presented. Commissioner Pearl-Wright seconded. Motion carried.

Technology Services Director Parshall provided an update on the scheduled re-launch of the County website, May 16, 2019. Staff and departmental training have been completed. Data conversion for the existing content is complete. Departments are now in the process of updating content, format and layout of departmental pages. Re-launch is currently anticipated as scheduled for May 16, 2019. Discussion held.

It was reported that the County is currently undergoing a network security compliance audit now required by the IRS because the Friend of the Court maintains tax data on the County network. An overview of the history of the Friend of the Court technology was provided. Several years ago the County transitioned from the centralized state system to the County's network, to improve integration with the remainder of the County's applications and systems. Recent interpretations by the federal government now require counties that utilize a local network rather than the state centralized system to be audited separately for security compliance in the same manner as that of the state system. Discussion held.

An overview of the projects included in the 2019/2020 computer fund appropriation request were reviewed. Several components of the network infrastructure are approaching end of life and included for replacement. These items increased the appropriation request to approximately \$2M. Given the significant increase, staff is developing a multi-year financing proposal for consideration.

There was discussion regarding the Technology Services position requested submitted for consideration.

Chairperson Haskell adjourned the meeting at 5:14 p.m.

The next regular meeting of the Information Technology and Communication Committee will be held on Wednesday, June 5, 2019, at 4:00 p.m. in the Board of Commissioners Room of the Courthouse, located at 1045 Independence Boulevard, Charlotte, MI 48813.

A handwritten signature in black ink, appearing to read "Brandon Haskell", written over a horizontal line.

Brandon Haskell, Chairperson

Eaton County Technology Services
2018/19 Computer Fund Expense Budget

Expenses Necessary to Maintain Operations

Department/Project	Original Request	Amended Requests	Current Expenses	Remaining
298.228.000 Org				
Intern Wages & Fringes	\$ 21,502.00	\$ -	\$ -	\$ -
Training	\$ 10,000.00	\$ -	\$ -	\$ -
Supplies	\$ -	\$ -	\$ -	\$ -
Contractual Services	\$ 430,122.00	\$ 430,122.00	\$ -	\$ -
Total 298.228.000 Org	\$ 461,624.00	\$ 430,122.00	\$ -	\$ -
298.906.000 Org				
Annual Payment for Data Center Rebuild Project (2 of 5)	\$ 175,000.00	\$ 175,000.00	\$ -	\$ -
Total 298.906.000 Org	\$ 175,000.00	\$ 175,000.00	\$ -	\$ -
298.901.000 Org				
Equipment	\$ 1,694,589.80	\$ 80,000.00	\$ -	\$ -
Total Expenses	\$ 2,331,213.80	\$ 685,122.00	\$ -	\$ -

Revenue Sources	Original Requested	Amended Requests	Current Expenses	Current Expenses
Transfers In				
Central Dispatch Requests from 911 Millage	\$ 171,130.00	\$ -	\$ -	\$ -
Treasurer's Office	\$ 5,000.00	\$ -	\$ -	\$ -
Drain Office (ESRI Licensing)	\$ 7,500.00	\$ -	\$ -	\$ -
Health Department (ESRI Licensing)	\$ 13,700.00	\$ -	\$ -	\$ -
Law Library Fund	\$ 16,200.00	\$ -	\$ -	\$ -
Construction Code	\$ 2,625.00	\$ -	\$ -	\$ -
Parks	\$ 14,140.00	\$ -	\$ -	\$ -
Indigent Defense Grant Fund	\$ 3,690.00	\$ -	\$ -	\$ -
Aerial Photos Reserve	\$ 12,000.00	\$ -	\$ -	\$ -
Resource Recovery	\$ -	\$ -	\$ -	\$ -
Register of Deeds Requests from Automation Fund	\$ 16,090.00	\$ -	\$ -	\$ -
Total Transfers In	\$ 262,075.00	\$ -	\$ -	\$ -
Other Income				
Computer Fund Services	\$ 3,000.00	\$ -	\$ -	\$ -
Sale of Fixed Assets	\$ 2,500.00	\$ -	\$ -	\$ -
Reimbursements & Refunds	\$ -	\$ -	\$ -	\$ -
Total Other Income	\$ 5,500.00	\$ -	\$ -	\$ -
Total Income	\$ 267,575.00	\$ -	\$ -	\$ -
Transfers In - Outside of Budget				
General Fund Transfer In	\$ 2,063,638.80	\$ 685,122.00	\$ -	\$ -

Eaton County Technology Services
19/20 Budget Summary Report

Contractual Services (298.228.000 Org)

Intern

College student actively enrolled in Information Technology related course work.	Intern position leverage by IT to help assist with low level support calls. Also provides an excellent learning opportunity for students to obtain work place experience	\$	21,502.00
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\$ 21,502.00

Security		Risk/Need Assessment		
Duo	Selected solution to provide two-factor authentication. <i>(Required by Criminal Justice Information Services) CJIS</i>	4	\$	8,000.00
Carbon Black	Antivirus software installed on all computers and servers.	4	\$	20,000.00
Dark Trace	Cyber security appliance. Real-time tracking and detection of ill traffic on county's network.	4	\$	30,000.00
Bomgar	Remote desktop support software <i>(Required by CJIS)</i>	4	\$	6,200.00
SolarWinds	Software used to monitor, analyze, and alert of ill health of core network switches.	4	\$	3,800.00
Cyfin	Logs user internet usage	4	\$	2,500.00
ZIX	Email archiving, spam filtering, and threat protection	4	\$	30,000.00
AD Audit & Fileshare Audit	Software used to monitor file access and user network logins. <i>(CJIS requires one year retention of logs.)</i>	4	\$	6,500.00

\$ 107,000.00

Internet Connections

ACD.NET	Primary internet connection.	4	\$	22,000.00
WOW	Guest internet connections provided to the public and defense attorneys.	4	\$	2,400.00
			\$	24,400.00

Software Support

Samange	Software used by IT to track service tickets and asset inventory.	4	\$	7,210.00
PDQ	Software used by IT for rapid software deployment tool.	4	\$	3,000.00
ESRI	Annual software renewal for GIS software.	4	\$	28,000.00
MediaSignage	Software used in the courthouse lobby and Treasurer's Office to display information data about county services and events.	4	\$	1,200.00
VEEAM	Software used by IT to create data backup jobs for all county servers.	4	\$	20,000.00
VMWare	Software used by IT to create, manage, and configure the county's virtual server environment.	4	\$	28,000.00
Laserfiche Software Support	Annual software renewal for the county's document imaging system	4	\$	42,000.00
Laserfiche Connector Support	Screen scrapping software used by staff to auto populate required fields while scanning documents into Laserfiche.	4	\$	6,500.00
Microsoft Office 365 G1 Email Accounts	Subscription email service provided by Microsoft. All email and mail servers will be hosted in the cloud at Microsoft.	4	\$	41,492.00

Microsoft Office 2019 Client Upgrades	This is required to upgrade all current 2007 Microsoft Office installations. Security patches and upgrade are not longer supported for the legacy versions. This is also a requirement for the Office 365 migration.	4	\$	47,250.00
Microsoft SQL Server 2014 License Upgrades	Required version upgrades to SQL Server 2014 licenses that will be end of life.		\$	129,500.00
Microsoft Server 2012R2 Operating System Upgrades	This is required to upgrade all existing server 2012 R2 operating system licensing. End of life on 2012 R2 is currently slated in 2023.	4	\$	40,000.00
Cannon Plotter Support	Annual support and maintenance on county only large format plotter. Used mostly by GIS staff for print maps.		\$	1,200.00
Online Law Library by Westlaw	Annual renewal of electronic law library. This is required because the county no longer maintains a physical library.	4	\$	21,000.00
			\$	416,352.00

Website Design and Hosting

CivicPlus	Hosting security maintenance of county's website.	4	\$	6,000.00
			\$	6,000.00

Domain Names & SSL Certificates

GoDaddy	Website domain name renewals and SSL certificate renewals. (Examples: <i>www.eatoncounty.org</i> , <i>geo.eatoncounty.org</i> , etc.)	4	\$	4,700.00
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\$ 4,700.00

CISCO Smartnet

Emergency Responder	Mandated software incorporated with the county's phone system to notify Central Dispatch the floor and location within the building in the event a 911 call was placed.	4	\$	1,800.00
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Logicalis	Annual hardware support on the county's CISCO gear. (Examples: phone system, switches, voice gateways (VG's), firewall, etc.)	4	\$	74,000.00
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\$ 75,800.00

Training

New Horizon	Technical training for IT staff. It is important for staff to keep current on technology trends and keep pace with ever evolving security threats.	3	\$	10,000.00
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\$ 10,000.00

Data Center Rebuild (298.906.000 Org)

**Data Center
Rebuild
Payment**

Dell	Year two of a five year financing deal through Dell to fund the county's 2019 datacenter upgrade. This technology houses the vast majority of the county's data and runs all virtual servers used throughout county operations.	4	\$ 175,000.00
			\$ 175,000.00

Equipment (298.901.000 Org)

Office 365 Migration

Access Interactive	Microsoft Office 365 Migration - G1 Client subscription	4	\$ 20,000.00
			\$ 20,000.00

Courtroom Technology Upgrade

Third Coast Tech	Project will install new monitors, audio video controllers, and furniture for both Circuit Court courtrooms.	4	\$ 46,000.00
			\$ 46,000.00

Assisted Listening Devices

Third Coast Tech	As a requirement of the American Disability Act (ADA), each courtroom and conference room needs assisted listening devices. This would be installed in all courtrooms, board of commissioners room, emergency operations center, and sheriff's department training room.	4	\$ 15,200.00
			\$ 15,200.00

**Emergency
Operation
Center
Technology
Upgrade**

Smart Homes
Smart Offices

Technology upgrades are needed to replace existing audio/video hardware that is currently in place. The current technology is not designed to accommodate the current technology demands of the room. The current technology was put in place prior to the room becoming the county Emergency Operation Center.

3

\$ 36,000.00

\$ 36,000.00

**Boardroom
technology
Update**

Boardroom technology update will include replacing all the Microphones, adding TV and update speakers, and video recordings.

4

\$ 49,000.00

\$ 49,000.00

**Sheriff
Department
Training Room
Technology
Upgrade**

CISCO Equipment Upgrades	Third Coast Tech	Technology upgrades are needed to replace existing audio/video hardware that is currently in place. The current technology is not designed to accommodate the current technology demands of the room. It would be beneficial for this technology to mirror the technology in the EOC to serve as a backup or overflow if needed.	3	\$	14,000.00
					\$ 14,000.00
	CISCO Phone Replacement	In order for the county to comply with data encryption requirements, 124 older model phones need to be upgraded.	4	\$	46,400.00
	CISCO Switch Replacements	Current CISCO 4510 catalyst switches are reaching end of support. These were originally purchased with the network refresh back in 2014. The county currently owns and maintains 6 of these devices. <i>This would be proposed as a five year financing option.</i>	4	\$	132,400.00
	CISCO Wireless Controller Replacement	Replace current enterprise wireless controller. This device controls and manages all wireless networks used by county staff. This device has reached end of life and will not support new AX wireless communication.	4	\$	92,000.00

	CISCO Wireless Access Points Replacement	Replace and upgrade all 80 wireless access points that broadcast wireless networks. Existing access points are not compatible with modern wireless controllers.	4	\$	50,000.00
					\$ 320,800.00
Computer Replacements					
	CDW-G	Replace aging laptops and desktop computers. Funding will be utilized to replace devices that do not meet BitLocker encryption standards. Hard drive encryption is a requirement of both CJIS and HIPAA standards. Many of these devices will be 6+ years old at the time of replacement.	4	\$	168,700.00
					\$ 168,700.00
Data Backup and Recovery					
	Replacement VEEAM Backup Solution & Storage	These are physical servers that have reached end of life and are in need of replacing. Also, as the county's digital data footprint has grown, the physical capacity of these devices has reached near capacity. Not funding this project will certainly shorten our data retention capabilities.	4	\$	180,000.00
	Veeam Offsite Backup Server (Two servers for offsite backup restore)	To increase the county's security posture, it would be a best practice to keep additional data backups at a different offsite location. This would be a new purchase and would not be replacing existing hardware.	2	\$	25,000.00

\$ 205,000.00

**Sheriff
Department
Technology
Improvements**

Safe Cloud based evidence CAL License Update	Sheriff's Department is seeking a second license for their cloud base evidence solution.	4	\$	5,400.00
Northpointe Classification System to COMPASS	Current inmate classification solution is long past end of and needs update. This is extremely important for properly placing inmates min, middle, or max security areas of the jail.	4	\$	20,000.00
Central Square interface for COMPASS		4	\$	15,000.00

\$ 40,400.00

Laserfiche

Laserfiche Web Portal	This would be new technology purchase. This would allow both staff and public the ability to access laserfiche document and fillable forms via the web.	3	\$	65,000.00
Additional Laserfiche Client Licenses	The county currently owns 220 Laserfiche client licensing's. Laserfiche usage has increased for county staff. As a result, there are an insufficient number of licenses available for use.	2	\$	26,250.00

\$ 91,250.00

GIS

Drone

DJI Phantom 4 Pro V2 Drone Plus Accessories	Acquisition of drone technology would drastically improve efficiencies of field work performed by county staff. This would provide a safer means of performing surface mine inspections, purchase of development rights inspections, flood water inspections.	2	\$	3,000.00
Pix 4D Mapper	Software required to manipulate data collected by drone technology to be incorporated in the county's GIS. <i>(Will not be needed if drone is not funded)</i>	2	\$	5,000.00
Drone2Map for ARCGIS Online	Software required to rapid deploy drone footage to online mapping applications. <i>(Will not be needed if drone is not funded)</i>	2	\$	1,500.00
ArcGIS Image Analyst for ArcGIS Pro	Software used for change detection and image classification. This will assist in the automation of finding new or demolished buildings throughout the county between imagery collection periods.	2	\$	2,300.00
Spare battery for LEICA GPS	Replacement battery for existing GPS unit.	4	\$	100.00
Phone mount for GPS Unit	Hardware to mount phone/data collector to GPS unit.	4	\$	25.00
Carbon Fiber BI- POD stand for GPS Leica Disto Meter	Upgrade existing GPS Bi-Pod to a modern light weight durable model.	3	\$	300.00
	Quickly measure new building footprints and verify witness distances while collecting section corner data.	2	\$	2,000.00

	Leica Customer Care Support	This would be a new purchase to keep software and hardware on current maintenance.	3	\$	600.00
Geo Event Server	ESRI	New server technology intended to be initially introduced in the public safety environment to perform predictive analysis for crime mapping and leverage central dispatch data to feed public facing web application for road closures and real time accident monitoring.	1	\$	20,000.00

**2020 Aerial
Photo Flight**

Tri-County
Regional Planning
Commission

The county is up for the 5 year annual orthophotography acquisition. This is a coordinated project with Clinton County and Ingham County. This data is crucial for 911, land use planning, assessment values, and countless other core county business functions.

4

\$ 80,000.00

\$ 114,825.00

**Fiber
Upgrades**

**New buried
fiber and
conduit from
Youth Facility to
Animal Control
and
Maintenance
Building**

Complete Cable
Concepts

Install and bury new fiber and conduit from Youth Facility to Animal Control and to the Maintenance Building. This project would replace old existing multi-mode fiber that currently partially compromised.

1

\$ 41,000.00

Complete Cable
Concepts

Install and bury new fiber from the 911 building directly to the data center in the basement of the courthouse. This would be a new fiber run that would not replace existing infrastructure.

1

\$ 40,000.00

\$ 81,000.00

**Dept.
Requests**

Central Dispatch

Dispatcher Headset & Misc. Technology	Headsets for dispatchers need to be replaced periodically to keep them functioning properly.	4	\$	10,000.00
LTE MEVO Phones	MEVO phones allow dispatchers to receive 911 calls from anywhere. Required for any bugout situation.	4	\$	6,000.00

Circuit Court

Scanner	An additional scanner has been requested for Court Administrators.	3	\$	800.00
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**Community
Corrections**

DUO two factor authentication	Two factor authentication if required for wireless devices that access CJIS data.	4	\$	144.00
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**Controller's
Office**

Printer update	Replace aging main printer	3	\$	1,300.00
New World System server updates for new 2019.1 version.	The New World Systems version 2019.1 will not support the SQL server 2014 or Windows Server 2012 that we currently use. They must be replaced.	4	\$	19,100.00

County Clerk

Election Results	Software to show election results that dynamically update instead of the current static HTML files.	4	\$	9,000.00
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District Court

Replacement Line Printer	Need a spare line printer	3	\$	1,200.00
Polycom device	This device will be used by defense attorneys to converse with inmates at facilities that use Polycom devices.	3	\$	5,000.00

Parks Dept.	Parks & Point of Sale software	Software to all Parks to schedule rentals, track passes, and collect cash/credit payments.	4	\$	10,300.00
Physical Plant	Update Scanner	Update scanner used to track and save bid/blueprint documents	3	\$	800.00
Prosecuting Attorney	Update Printers	Update aging printers	3	\$	3,000.00
Register of Deeds	Update Server Version	Need to update the Windows Server operating system to keep up with changing software demands.	3	\$	3,000.00
Sheriff Department County	Printer update	Replace aging printers	3	\$	2,900.00
	Replace driver's license swipe readers	The Driver's License swipe readers are failing at a large rate. New one will be required.	4	\$	1,500.00
	Officer dictation system updates	Updates are required for the officer dictation system.	4	\$	5,010.00
Sheriff Department Delta	Printer update	Replace aging printers	3	\$	3,700.00
	Replace driver's license swipe readers	The Driver's License swipe readers are failing at a large rate. New one will be required.	4	\$	2,000.00
	Officer dictation system updates	Updates are required for the officer dictation system.	4	\$	8,632.80
Sheriff Department Jail	Printer update	Replace aging printers	3	\$	5,550.00

	UPS for visitation controller	The visitation controller device is not currently on a UPS and has failed when power is lost.	4	\$	2,400.00
Technology Services	Dell 49" curved display monitor	Upgrade and replace monitors for staff.	3	\$	7,500.00
	65" interactive communication display monitor	Add additional monitor to Technology Services conference room so all members present can see the display.		\$	8,000.00
	Eaton 9PX 11000VA UPS	Replace old UPS devices that have reach end of life.		\$	15,000.00
	Network temperature/power sensors	Will provide automated alerting to IT and Physical plant staff of temperature spikes in the county's data closets.		\$	4,800.00
	Fluke MS2-100 Network Cable/Fiber tester kit	Will provide IT staff the ability to test fiber optic cables without requiring a contractual services.		\$	3,000.00
	Fluke FI-7000 Fiber Optic cable tester	Will provide IT staff the ability to test fiber optic cables without requiring a contractual services.		\$	8,000.00
	Fiber Optic cable cleaning kit	Kit will allow IT staff to clean fiber optic ends without requiring contractual services.		\$	2,500.00
				\$	150,136.80

\$ 2,193,065.80



Position Request Form

SECTION I - POSITION INFORMATION

Position Title: Network Administrator

Department: Technology Services

Elected Official/Department Head: Jeff Parshall

New position (provide JAQ and Job Description) Additional Staff in Existing Classification

Increase Hours – From _____ to _____

Regular Full-Time Regular Part-Time Temporary/Seasonal

Number of hours per week: _____

If temporary/seasonal/grant-funded, length of appointment/season _____

(Temporary/seasonal appointments are usually 6 months or less)

SECTION II - BUDGET / POSITION JUSTIFICATION

What is driving the request? (check all that apply)

<input checked="" type="checkbox"/> Improve/Enhance Services	<input checked="" type="checkbox"/> Program Expansion
<input checked="" type="checkbox"/> New Services/Program	<input checked="" type="checkbox"/> Regulatory Compliance
<input type="checkbox"/> Restore prior year budget reduction	<input type="checkbox"/> Loss in Revenue if not filled

What is the primary function of the position?

Responsible for consulting with business leaders within their assigned operating division to plan, install, configure, and maintain technology solutions that support the organization's IT business needs. Provides training, troubleshooting, and support services to all users. Develops and maintains network schematics and monitors networks for optimum performance. Recommends to the Director any appropriate hardware and software requirements to ensure maximum availability of networks. Develops necessary documentation for networks including router configurations, firewalls, servers, security, backups, and any other applications. Serves as a team member of who supports technology needs and is available to key business leaders and users on a 24 hour/day 7 day/week basis to support mission critical systems.



To whom (title) will this employee report? Jeff Parshall

Why is this position needed?

The technology requirements for county government has increased many times over in the last several years. The following categories outline the additional requirements in the network administrators job tasks and needs.

1. Regulation and certification requirements. The requirements for data logging/encryption has become a large part of the time and efforts of the network administrator's role. The encryption changes now require the county to encrypt all data at rest, in transit, and when disseminated to external agencies. Each of these require technology and knowledge of network topologies and data flow by network administrators. These new regulations have also added to the amount of technology that is installed/configured, and supported by a few individuals. The audit processing is requiring documentation of all aspects of the network and flow of data for each regulation type. It is requiring lots of time and effort to track and keep updated. The audits are occurring every year now. Some times multiple times per year.

2. Application and interface support. The evolution of technology in regards to applications and interfaces to these applications requires lots of technical knowledge. Keeping up with the changes to applications that are demanded by county departments is nearly impossible as these applications are often brought to Technology Services as an already identified solution and the responsibility of supporting these applications falls exclusively on Technology Services. The network administrators take the brunt of responsibility for identifying the requirements for installation, configuring and support. Departments are bringing new and updated applications at random times throughout the year. This causes projects that were scheduled and budgeted to get pushed back or pushed off in another budget year all together.

If failure to fill this position may result in loss of funding or revenue, please describe and quantify (to the extent possible) the potential losses.

As stated in the position needs above, the jobs of the network administrator position have become so complex that it takes a full team of very knowledgeable individuals. To keep the level of support and level of security for our network, and applications requires that we expand the number of network administrators.

The current staffing level of network administrators is becoming so stressed that applications and cyber security support levels will suffer greatly. It has the potential to become a major detriment to the county as a whole.

Cyber Security breaches are occurring every day and the outcomes are often disastrous. Keeping up with the changing requirements needs additional resources to keep the county as safe as possible.

List Computer Equipment/Office Equipment/Equipment/Other Needs for the position:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Desk Phone | <input type="checkbox"/> iPad |
| <input checked="" type="checkbox"/> Cell Phone (Data/No Data) | <input checked="" type="checkbox"/> Desk |
| <input checked="" type="checkbox"/> Desktop Computer | <input checked="" type="checkbox"/> Chair |
| <input checked="" type="checkbox"/> Laptop Computer | <input type="checkbox"/> Radio (communication device) |
| <input type="checkbox"/> Other – Specify _____ | |

SECTION III - FUNDING SOURCES

Funding Source:		<u>Funding Percent/Amount</u>
<input checked="" type="checkbox"/> General Fund		100/\$54,164.00
<input type="checkbox"/> Revenue Supported		_____
<input type="checkbox"/> Grant-Fund		_____
<input type="checkbox"/> Other _____		_____
<input type="checkbox"/> Other _____		_____
<input type="checkbox"/> Other _____		_____

Briefly explain the above funding structure. If available, provide backup documentation to support the other funding sources.

I will be asking the Health Department to help contribute to this position as they are utilizing many more resource then our original agreement with them. A percentage that would need to be agreed upon will help to offset the salary amount requirement.

SECTION IV - DEPARTMENT HEAD AUTHORIZATION

Jeffrey S. Parshall

03/12/2019

Elected Official/Department Head

Signature

Date

Please save this form in your budget folder on the H:\Drive



Position Request Form

SECTION I - POSITION INFORMATION

Position Title: Technical Services Field Specialist

Department: Technology Services

Elected Official/Department Head: Jeff Parshall

New position (provide JAQ and Job Description) Additional Staff in Existing Classification

Increase Hours – From _____ to _____

Regular Full-Time Regular Part-Time Temporary/Seasonal

Number of hours per week: _____

If temporary/seasonal/grant-funded, length of appointment/season _____

(Temporary/seasonal appointments are usually 6 months or less)

SECTION II - BUDGET / POSITION JUSTIFICATION

What is driving the request? (check all that apply) Improve/Enhance Services Program Expansion
 New Services/Program Regulatory Compliance
 Restore prior year budget reduction Loss in Revenue if not filled

What is the primary function of the position?

Under the supervision of the Director of Technology Services, Works independently and is responsible for consulting with business leaders within their assigned operating division to plan, design, install, configure and maintain technology solutions that support the local business needs. Serves as the sole local "go to" person for all technology needs and is available to key business leaders and users on a 24 hour/day 7 day/week basis to support mission critical systems. Independently uses system analytical techniques and procedures, including consulting with users, to determine all aspects of system functional specifications.

To whom (title) will this employee report? Jeff Parshall

Why is this position needed?

Demand for technology as it relates to public safety, has reach an all time high. Increased demand for support by public safety groups has been constant from both Central Dispatch, the Sheriff's Department, and local fire/ems, and local police. Department expectations and requirements for new technology has grown exponentially in recent years as well. The need for additional services, applications, and support have been seen in all public sectors. We have reached a record high of 127 tablets and printers in law, fire, ems vehicles that all need 24x7x365 attention and this trend is only growing with time. There are also 29 new PC's deployed at remote law/fire/ems stations throughout the county that also need attention. Additional mobile support is also required for the mobile app Freedom that has been deployed to roughly 50 iPhones. This additional support for outside agencies is causing delays and support gaps for internal department support.

Continued technology upgrades have been installed in our conference/meeting rooms that need IT's attention. We receive numerous requests to help setup conference calls, assist with vendor presentations, and overall presentation setup. New technologies, that relate to public safety, have been introduced to the county in the last 4 years including Axon Bodycams, in car fingerprint scanners, video visitation, watchguard in car camera systems, speech exec (officer report dictation), evidence room/property room applications, attorney/inmate visitation, public defender/inmate video visitation, and phone recordings have exhausted current IT staffing levels. The jail is also seeking additional IT assistance maintaining an aging Black Creek security camera system and supporting Console control computers. All of the new and or legacy technologies all require 24x7x365 support. The intent of the position would be to alleviate the workload of multi-discipline IT staff and have a position focused public safety related technologies.

If failure to fill this position may result in loss of funding or revenue, please describe and quantify (to the extent possible) the potential losses.

As stated in the position needs above, the workload of the department cannot continue to endure the present and continued workload demand without have become so complex that it takes a full team of very knowledgeable individuals. To keep the level of support and level of security for our network, and applications requires that we expand the capabilities and knowledge of our network administrators.

The current staffing level of Technical Services Field Specialist have becoming so stressed that it is inevitable that application upgrades, timely service, and overall network security could be comprised.

List Computer Equipment/Office Equipment/Equipment/Other Needs for the position:

- Desk Phone
- Cell Phone (Data/No Data)
- Desktop Computer
- Laptop Computer
- Other – Specify _____
- iPad
- Desk
- Chair
- Radio (communication device)

SECTION III - FUNDING SOURCES

Funding Source:		<u>Funding Percent/Amount</u>
<input checked="" type="checkbox"/> General Fund		100/\$54,164.00
<input type="checkbox"/> Revenue Supported		_____
<input type="checkbox"/> Grant-Fund		_____
<input type="checkbox"/> Other _____		_____
<input type="checkbox"/> Other _____		_____
<input type="checkbox"/> Other _____		_____

Briefly explain the above funding structure. If available, provide backup documentation to support the other funding sources.

I will be asking the Health Department to help contribute to this position as they are utilizing many more resource then our original agreement with them. A percentage that would need to be agreed upon will help to offset the salary amount requirement.

SECTION IV - DEPARTMENT HEAD AUTHORIZATION

Jeffrey S. Parshall

03/12/2019

Elected Official/Department Head

Signature

Date

Please save this form in your budget folder on the H:\Drive