

**INFORMATION TECHNOLOGY AND COMMUNICATION
COMMITTEE MEETING**

**THURSDAY, JULY 6, 2017
5:00 P.M.
MINUTES**

MEMBERS PRESENT: Commissioners Wayne Ridge, Brian Droscha, Christine Barnes, Jeanne Pearl-Wright, Howard Spence, Jane Whitacre and Heather Wood

ALSO PRESENT: Commissioner Blake Mulder, Eric Daley, Jeff Parshall, Connie Sobie and John Fuentes

The July 6, 2017 regular meeting of the Information Technology and Communication Committee was called to order at 5:20 p.m. by Chairperson Ridge.

Commissioner Wood moved to approved the agenda with the addition of an enhanced access fee waiver request and a Technology Services Department staffing update. Commissioner Barnes seconded. Motion carried.

Commissioner Barnes moved to approve the minutes of the June 1, 2017 meeting, as presented.

An overview of a recent malicious attack to the County's network was provided. County staff quickly identified the situation and promptly disabled the County's network to limit the intrusion. Affected public data was successfully restored from back-up files and the network operation was restored after approximately four hours. The event was reported to law enforcement and the County's liability insurer. A criminal investigation is ongoing. Discussion held.

A proposed contract renewal for network support services for the District Health Department was presented and discussed. The proposed renewal contains the same terms (\$75,000) and conditions. Discussion held.

Commissioner Whitacre moved to recommend approval of the Network Support Services contract renewal to the Board of Commissioners, as presented. Commissioner Pearl-Wright seconded. Motion carried.

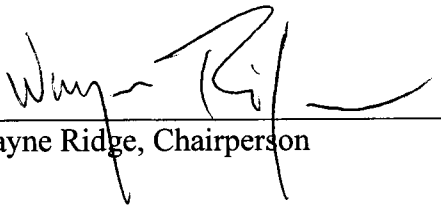
It was reported that the Technology Services Director received the resignation of one of the County's Network Administrators. Given the recent episode and the continuation of the Health Department contract, the Director feels it is necessary to refill the positon. Given the recent discussions at the Ways and Means Committee regarding position vacancies and the timing of this vacancy, the support of the Committee was sought for the Department's recommendation. Discussion held. No action taken by the Committee.

It was reported that Technology Services had received a request for County GIS Data subject to the Enhanced Access fee schedule. The requesting company, a mobile app developer, requested a waiver of the applicable fees.

Commissioner Barnes moved to deny the request for the waiver of fees. Commission Whitacre seconded. Motion carried.

Chairperson Ridge adjourned the meeting as 6:19 p.m.

The next regularly scheduled meeting of the Information Technology and Communication Committee will be held on Thursday, August 3, 2017, at 5:00 p.m. or ten minutes following the adjournment of the Public Safety Committee meeting, whichever is later, in the Sheriff's Training Room located at 1025 Independence Blvd., Charlotte, MI 48813.

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

Wayne Ridge, Chairperson

Technology Support Contract

Introduction

This technology support contract describes the services that **Barry Eaton District Health Department** (“Client”) will receive from **Eaton County Technology Services**, a Department of Eaton County, as authorized by the Eaton County Board of Commissioners (“Contractor”).

Purpose

Client depends on its computer systems and software to provide a wide array of public health services. Historically, support for these systems has been provided by Client staff and/or non- county third parties.

This contract describes how the Contractor will provide technology support services to maximize end-user access to Client computer systems and software, including consultation, design, planning, and monitoring services as further described in the following section(s).

All data on BEDHD system belongs to BEDHD exclusively.

Scope

Client wishes to contract for technology support services provided by Contractor that address the five broad areas listed below. Additional examples can be found in Appendix A.

- Administration (i.e., consultation, planning/design, project management, purchasing, inventory, auditing, and related tasks).
- Infrastructure (i.e., management of network switches, routers, firewalls, wireless access points, and related devices).
- Network Servers (i.e., specifications, design, configurations, software updates, and related tasks).
- Digital Storage and Backups (i.e., monitoring storage pool(s), monitor/administer scheduled backups of digital datasets, and related tasks).
- End-User Support (i.e., help desk services, hardware and software troubleshooting and corrective action, and related tasks).

Dates and Reviews

This contract shall take effect on October 1, 2017 and remain in effect for 12 months and will automatically expire at the end of the term. It may be reviewed within the 12 months from time to time and, upon mutual agreement, be changed to reflect changes and deletions in the scope of work.

The timeliness and quality of services provided by Contractor will be reviewed by both parties

as needed. Not less than 90 days prior to contract termination, Client and Contractor will review the quality and conditions of service to determine if the contract will be renewed for any extended period of time. If such a review does not occur, and/or Client does not believe the timeliness and quality of services are adequately meeting Client needs, the contract will end on the scheduled end date, and Client understands that they solely are responsible to identify and contract with another technology support provider to ensure ongoing sustainability of Client computer systems.

Exclusions

As this contract is written in a spirit of cooperation and partnership, Contractor will make the best, possible, effort to provide support, remedy problems, and provide technology guidance as desired by Client.

Client acknowledges that public resources of any kind are routinely constrained and the same is true with regards to Contractor's technology staff. Therefore, services are offered and will be provided on a best-effort basis.

Additionally, some technology exclusions are noted below:

- Contractor does not have the requisite skills to terminate fiber optic cable and therefore shall not provide this service.
- Contractor shall not configure a firewall (or similar network security device), network switches, routers where required skills are not present with Contractor staff.
- Contractor shall not provide computer parts, consumable products, cabling, and related items to Client. Client is solely responsible for the cost of such items but Contractor can help coordinate purchases to an extent authorized by Client.
- Contractor shall not provide technical support for any computing device or software application that is personally-owned by an employee of the Client, whether that device is used for Client or personal work.
- Contractor may not provide technical support outside of Eaton County's normal business hours, unless the problem is determined to be of a critical nature. In such an instance, support will be provided consistent with any other county operation reporting a similar situation requiring urgent remedy.

When situations arise whereby Contractor cannot adequately provide the service (i.e., configuring a firewall), Client shall with or without assistance of Contractor, identify and hire a third party to perform the service to the Client's satisfaction, at their own expense.

Contractor Responsibilities

Contractor will:

- Provide services as described in this contract.
- Abide by the administrative and security protocols established by Client.
- Track and monitor Client service hours and/or tasks performed for future reporting

purposes of Contractor and/or Client.

- Maintain good communication with Client regarding service requests.
- Use its best efforts to timely resolve Client’s service requests.

Client Responsibilities

Client will:

- Provide appropriate access to Contractor to agency facilities.
- Provide contact information for third-party contractors currently providing services to Client for the purposes of coordinating future technology activities.
- Keep the Contractor informed about potential or pending changes to Client computer systems that were acted upon by Client prior to establishment of this contract.
- Maintain good communication with Contractor regarding service needs, concerns with service delivery and/or quality, and so on.

Agreement on Charges

Upon execution of this agreement, Client hereby agrees to pay Contractor, Seventy Five Thousand dollars (\$75,000) total yearly, fixed-fee contract. The contract will be invoiced on a monthly basis (\$6,250) until the end of the contract. Payment will be due to Eaton County on the 15th day of each month. The parties agree to negotiate changes to the agreed upon charges based on any changes and deletions to the above scope of work. This amount will be negotiated each year with addendums for cost of living, administrative and other cost change requirements.

Signatures

Barry Eaton Health Department

Eaton County

Name

Name

Title

Title

Date

Date

Eaton County Technology Services 2017/18 Computer Fund Expense Budget

Expenses Necessary to Maintain Operations

Department/Project	Amount Requested	Amount Approved
Annual Payment for Network Rebuild Project (5 of 5)	\$ 347,000.00	\$ 347,000.00
Contractual Services (298.863.800.000)	\$ 171,000.00	\$ 146,800.00
Smartnet Contracts	\$ 10,000.00	\$ 10,000.00
Technical Training for InfoSys Staff	\$ 20,000.00	\$ 10,000.00
Software Maintenance (ArcGIS, Anti-Virus, Iprism, etc.)	\$ 35,000.00	\$ 35,000.00
Hardware Service and Support (SAN, SEI, AS/400, etc.)	\$ 20,000.00	\$ 20,000.00
Software Service and Support for AS/400s (only LOGOS)	\$ 4,500.00	\$ 4,500.00
Domain SSL Certificates (eatoncounty.org; apps.eatoncounty.org)	\$ 5,000.00	\$ 5,000.00
Replacement of Electronic Hardware Outside of Budget Cycle	\$ 18,000.00	\$ 20,000.00
Total to Maintain Operations (from General Fund)	\$ 630,500.00	\$ 598,300.00

Technology Requests By Department Totals

Departments	Amount Requested	Amount Approved
Animal Control	\$ -	\$ -
Central Dispatch	\$ 163,095.00	\$ 40,000.00
Circuit Court	\$ 85,314.00	\$ -
Circuit Court Clerk	\$ -	\$ -
Community Corrections	\$ -	\$ -
Community Development	\$ 2,585.00	\$ -
Construction Code	\$ 2,675.00	\$ -
Controller's Office	\$ -	\$ -
County Clerk	\$ 65,000.00	\$ 65,000.00
District Court	\$ 9,440.00	\$ -
Drain Dept	\$ -	\$ -
Equalization	\$ 1,900.00	\$ -
Friend of the Court	\$ -	\$ -
Juvenile Court	\$ 2,580.00	\$ -
MultiDepartmentCosts	\$ -	\$ -
MSU Extension	\$ -	\$ -
Parks and Recreation	\$ 7,200.00	\$ -
Physical Plant	\$ 6,650.00	\$ -
Probate Court	\$ 1,500.00	\$ -
Prosecuting Attorney	\$ 38,492.00	\$ -
Register of Deeds	\$ -	\$ -
Resource Recovery	\$ 1,900.00	\$ -
SheriffDeptManagement	\$ 11,000.00	\$ -
Sheriff's Department (EC)	\$ 4,400.00	\$ -
Sheriff's Department (Delta)	\$ -	\$ -
Sheriff's Department (Jail)	\$ 43,985.00	\$ -
Technology Services	\$ 331,385.00	\$ 100,000.00
Treasurer	\$ -	\$ -
Youth	\$ -	\$ -
Department Request Total	\$ 779,101.00	\$ 205,000.00

Revenue Sources (Transfers-In)

	Amount Requested	Amount Approved
Central Dispatch Requests from 911 Millage	\$ 163,095.00	\$ 40,000.00
Treasurer's Office (ESRI Licensing)	\$ 2,500.00	\$ 2,500.00
Sheriff Department (Jail Millage)	\$ -	\$ -
Drain Office (ESRI Licensing)	\$ 5,000.00	\$ 5,000.00
Register of Deeds Requests from Automation Fund	\$ -	\$ -
Total Transfers-In to the Comuter Fund	\$ 170,595.00	\$ 47,500.00

Student Internship Request(s)

	Amount Requested	Amount Approved
Information Systems	\$ 22,088.00	

TOTALS

\$1,261,094.00

\$755,800.00

Percentage Reduction from Original Request

59.93%

Expenses to cut to offset Furloughs and Insurance 80/20.

<u>Description</u>	<u>Savings</u>
Remove Intern position	22,000.00
Remove Solarwinds Contractual Service This software is used to identify communication issues within our network. It is a very useful tool, but could be eliminated to save removing security cuts.	7,000.00
Remove AD Audit Firewall Log Auditing Right now our Firewall overwrites the logs every hour. This software was intended to keep at least a week's worth of logs. Firewall logs would have helped with the breach investigation.	4,200.00
Reduce DUO two factor Authentication DUO is the two factor authentication client that we are moving the external and mobile connections to. We purchase \$7200 worth of license, but I requested \$10000 in case we needed more. I think reducing this to \$8000 will be enough to keep it running.	2,000.00
Reduce Internet Connection request to keep status quo The current internet connection speed is 100Mbps and is in year 3 of a 5 year contract. I requested expanding this to 300Mbps or 500Mbps to accommodate the rising need for constant internet connectivity and cloud solutions (Body Cams). The current connection may start seeing a little degradation, but I think it will work for a couple more years.	11,000.00
Reduce Training & travel budget Training has been very important to us to keep up with technology and understand what departments are demanding us to know. I believe that we can get away with less to offset these costs to the employees.	<u>5,000.00</u>
	<u>51,200.00</u>