M E M O R A N D U M

To: BOS IT Committee

From: Scott Varner, IT Director

Subject: BOS IT Committee Agenda and Supporting Information

Date: April 27, 2017

The BOS IT Committee meeting will be held in the First Floor Conference Room at 107 N Kent Street on Wednesday, May 10, 2017 at 8:15 a.m.

Action Items

1. Transfer request from personnel budget to operating budget

2. Request use of PEG funds

3. Request to remove standard office supplies from IT Procurement Policy

Information Only

1. Network Administrator Position

2. Active Directory Review

3. Current Projects

4. Network Switch Support

5. Active Directory Migration

6. Proxy Server Replacement

7. Help Desk Ticket System Replacement

In support of the May 10th, 2017 Agenda, the items below are presented for your consideration.

Agenda Item 1

I will need to transfer funds from various line items including a personnel line item for a position that was vacant most of the year. The transfer from the personnel line item will go through the Finance Committee, but I believe any item coming from my department to the Finance Committee, should come to the ITBOS Committee first. I have prepared the memo to the Finance Committee and have included it with the agenda packet. This will constitute an action item during our ITBOS Committee meeting.

Agenda Item 2

You may recall that the cameras in the Board of Supervisors Meeting Room were replaced a couple of years ago using the PEG funds which come from the cable franchise fees. These funds can only be spent for very specific purposes. The presentation equipment was not addressed at the time the camera system was upgraded. We have had complaints from citizens that the projector cannot be seen during the meeting especially when sitting towards the back of the room. In addition, the microphone system and room audio needs to be upgraded to address several issues of dead spots and audio feed back. Below are the areas that would be addressed.

- Replace the projector and screen

- Add flat panel screens in the back of the meeting room

- Allow for wireless presentation from any device to include Chromebooks

- Replace microphone system

The use of Peg funds must go to the ITBOS Committee first and then to the Finance Committee. I am requesting to use $56,000 in Peg funds for the project. I have attached the memo to the Finance Committee to this agenda. This will constitute an action item during our ITBOS Committee meeting.

Agenda Item 3

A list of office supplies is provided for removal from the IT Procurement Policy. These items can be ordered as standard office supplies and do not need IT Procurement approval.

<u>**Information Only**</u>

1. *Network Administrator Position* – We had a total of 7 candidates that went through a panel interview and a practical examination. Keith Ryker was selected and will start May 1.

2. *Active Directory Review* – During network preparations ahead of the Microsoft Office 365 migration, it was discovered that there were several issues with our Active Directory. We have engaged a vendor that specializes in Microsoft Active Directory to conduct a thorough review to include the network relationship between the Kent Building, Public Safety Building, and the Northwestern Regional Adult Detention Center.

3. *Current Projects*

   - GIS has developed a new application for Real Estate Assessment to gather data in the field

   - MIS is working with the Human Resources Department on several enhancements to employee timesheets

   - The Application Development Team is working with the Human Resources Department on several enhancements to the Employee Training Web Application

   - The Networking Team is working on providing wireless networking for the Social Services Department. We are able to do this project with existing resources and will not incur any new costs.

4. *Network Switch Support* – While troubleshooting an issue recently with a network switch, we discovered that the majority of the switches in our network closets were not covered under maintenance. We have requested quotes from our network vendors to address the issue.

All three items below have associated costs. After looking deep into the current budget, I believe that all three items can be resolved in the current budget.

5. *Active Directory Mitigation* – The Department will create an action plan based on the results of the active directory review and implement the plan immediately.

6. *Proxy Server Replacement* – Our current proxy server will pose a problem with the migration to Microsoft Office 365. We use the proxy to perform web content filtering and have all County internet traffic flowing through that server. We plan to replace the proxy with a different technology that won't be as intrusive but still perform the same function.

7. *Help Desk Ticket System Replacement* – Our current help desk software is inadequate for the management of the County technology infrastructure. We need a system that is simple to use for the customers entering tickets for support while at the same time providing management with the metrics needed to ensure tickets are being handled in a timely manner, track cost,

and more quickly identify trends within the service data. During our email migration to Microsoft Office 365, it is vitally important that customers are able to put in tickets related to the migration and have them routed correctly so that the IT team along with our migration vendor can mitigate any issues in a timely and consistent manner.

Sincerely,

Scott Varner
County of Frederick
Director of IT

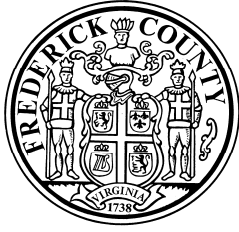# M E M O R A N D U M

To: Finance Committee

From: Scott Varner, IT Director

Subject: Request to use Peg Funds

Date: April 27, 2017

The Information Technology Department is requesting to use $56,000 in Peg Funds to update the presentation equipment in the Board of Supervisors Meeting Room. The presentation equipment was not addressed at the time the camera system was upgraded. We have had complaints from citizens that the projector cannot be seen during the meeting especially when sitting towards the back of the room. In addition, the microphone system and room audio needs to be upgraded to address several issues of dead spots and audio feed back. Below are the areas that would be addressed.

- Replace the projector and screen
- Add flat panel screens in the back of the meeting room
- Allow for wireless presentation from any device to include Chromebooks
- Replace microphone system

Sincerely,

Scott Varner
County of Frederick
Director of IT

M E M O R A N D U M

To: Finance Committee

From: Scott Varner, IT Director

Subject: Request to Transfer Funds

Date: April 27, 2017

The Information Technology Department is requesting to transfer $25,000 from the personnel budget line item 012200-1001-000-025 (Systems Analyst) to the regular operating budget line item 012200-3005-000-000 (Maintenance Service Contracts) to cover unexpected expenses for the maintenance support for network switches in the Kent Building, Public Safety Building, and the North West Regional Jail. In the process of trouble shooting an issue with one of the network switches, it was discovered that the maintenance support for the majority of the switches in the network closets in our three main buildings had lapsed last year.

The Information Technology Department is requesting to transfer $20,000 from the personnel budget line item 012200-1001-000-025 (Systems Analyst) to the regular operating budget line item 012200-3002-000-000 (Professional Services – Other) to cover expenses for mitigating issues with the County's Active Directory that need to be resolved ahead of the migration to Microsoft Office 365.

Sincerely,

Scott Varner
County of Frederick
Director of IT