Enterprise IT Department Update

Chris Blanding
Chief Information Officer

Finance & Administrative Committee
June 29, 2023

Department Overview

- **Primary functions and tasks**
  - **Cyber Security (Awareness, Prevention, Response)**
  - **Infrastructure, Service Delivery, & Help Desk**
  - **Applications, Solutions, Intake**
  - **Project Management & Business Relations/Analysis**
- **Staffing**
  - **54 FTE's (-1 FY22)**
- **Total departmental budget for FY23**
  - **$17.1M OpEx ($8.9M Operations, $8.2M Software & Applications)**
  - **$6.2M CapEx (Network, Wireless, Security)**

Previous 12 Months

- **Network Refresh Planning**
- **Network Core Upgrades**
- **Managed Service Provider Onboarding (Network)**
- **Modernization Assessments (Wireless, DR, Remote Access)**
- **SAN Upgrade & Migration**
- **IE11/Edge Migration**
- **Vulnerability Assessment PII**
- **BOSS Database Upgrade & Production Status**
- **Cyber Security Awareness Policy**

Next 12 Months

- **Network Infrastructure Upgrades**

- **Wireless Upgrade**

- **Virtual Server Upgrade**

- **Circuit Redundancy**

- **BOSS Managed Service (Infrastructure)**

- **Security Program Assessment & Penetration Testing**

- **Mainframe Decommissioning**

- **Security Patching Modernization**

- **Process Improvement (Standards, SOPs, Policy)**

Strategy

Excellence *Continuous improvement and efficiencies of the services that we deliver*

Policies & Procedures, Standards, Strategic Alignment

Value *Deliver applications/solutions that add business value and that people want to use*

Modernize, Automation, Low Code/No Code, Digital Enablement

Secure *Maintain data integrity, privacy and confidentiality and prevent unauthorized intrusions*

Governance, Awareness, Protection, Detection, Response

Help Desk Support

Enterprise IT provides end user support County-wide except for Courts, Circuit Clerk, Health Department, Sheriff's Office, & DOT.

Sheriff's Office & DOT utilize Enterprise IT's ticketing system. This enables knowledge sharing, direct escalation to Enterprise IT when needed, and allows efficient moving of tickets between the groups. Sheriff's Office & DOT each have their own support phone numbers for users to call. Emailed tickets are auto assigned to the correct IT division through the shared system.

Health, Courts, and Circuit Clerk each have their own ticketing systems, support contact #'s, and email addresses for their users to submit support requests. Users in these departments do not contact Enterprise IT directly, and we do not assist with first level troubleshooting. When assistance is needed from Enterprise IT, staff from these IT divisions open a ticket with Enterprise IT.

Help Desk Computer Refresh

Enterprise IT supports approximately 1500 computers & replaces them on a 5-year refresh cycle. Average replacement cost for Enterprise IT refreshed computers across the last four years was $310k, amount depressed due to 300+ laptops purchased with CARES Act funding; actual expected annual refresh spend is $500k. Note: these $'s do not include Health Department, Courts, or ROE.

Enterprise IT provides purchasing, configuration, and deployment of workstations County-wide with the exceptions below. We primarily source Lenovo brand computers from Lenovo directly, and Dell sourced rugged laptops to departments who use them in the field (Coroner's Office, FCS, & Public Works). Other computers are purchased from CDW-G when needed.

Sheriff's Office & DOT computers are procured by Enterprise IT but configured and deployed independently.

Health Department, Courts, and ROE purchase, configure, and deploy workstations (HP & Dell) independently of Enterprise IT.

Infrastructure Support

Enterprise IT provides infrastructure support County-wide.

Network hardware (500+), wireless hardware (600+), virtual servers & storage across two data centers (400+), phone & telephony devices (3600), computers & remote connectivity (3600).
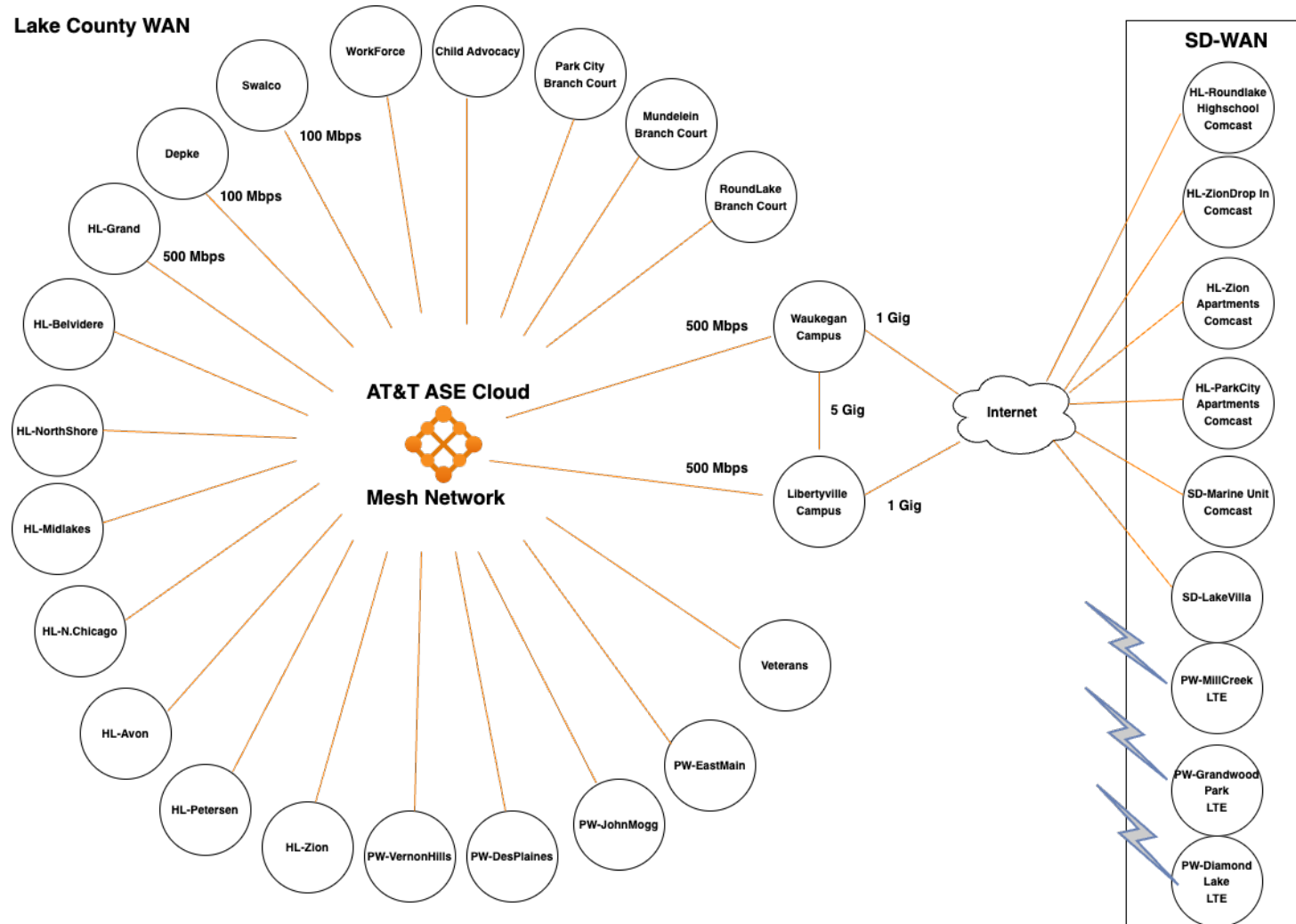
Exceptions are specific systems & individual data centers supported by departmental staff in Courts, Sheriff's Office, Health, DOT.

Examples: Sheriff/911 CAD, County Clerk Elections System, Recorder of Deeds, Facilities security/video, DOT/TMC, & GIS.

# Network Infrastructure
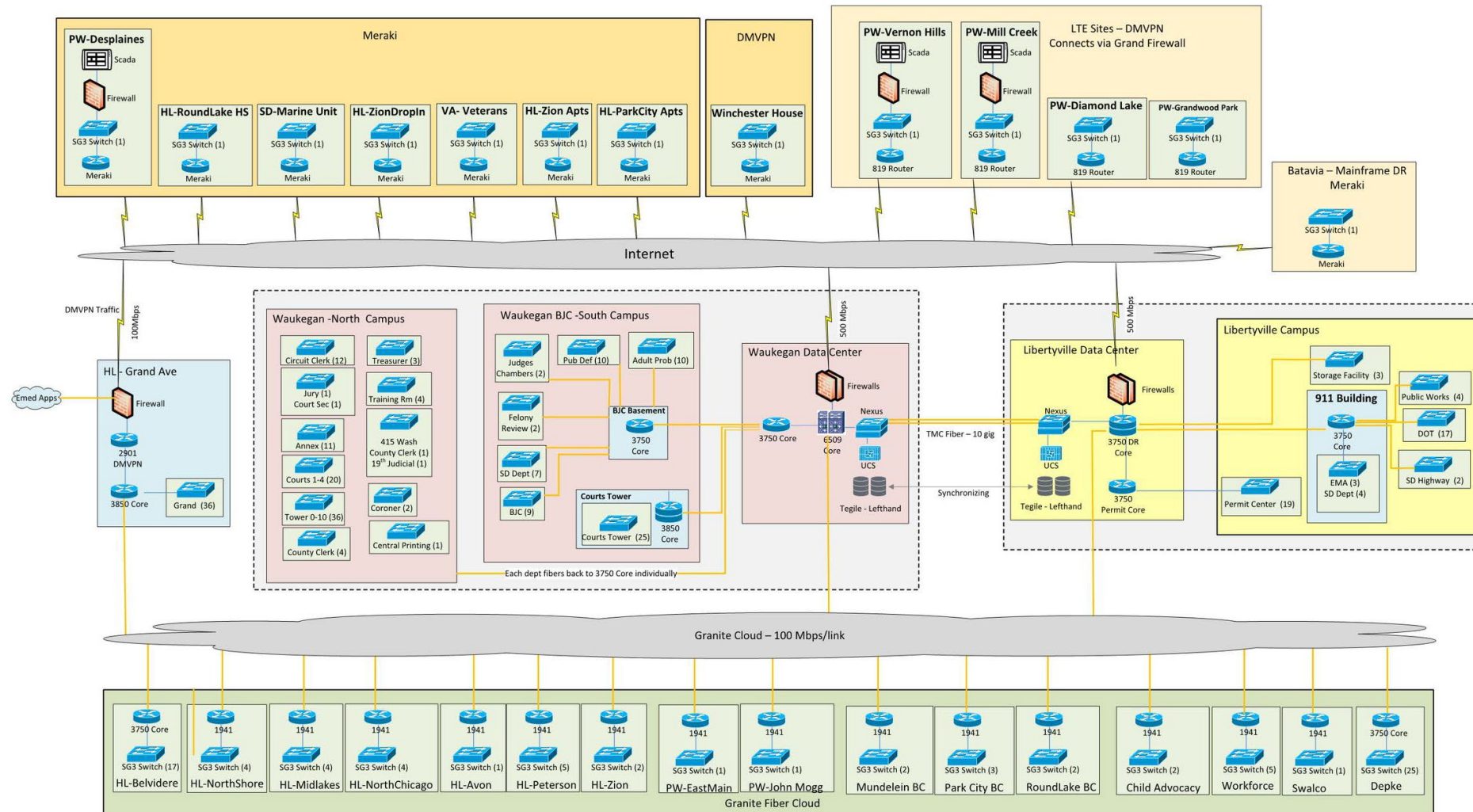
Network Connectivity

Security

Enterprise IT provides security support County-wide. Focus is on awareness, prevention, detection, and response. We utilize tools to protect end points and monitor and prevent intrusion. We assist other departments as requested with their specific needs or requests (audits, elections, investigation, breaches, FOIA, etc.)

We strive to improve the information security of the County by performing risk assessments & analysis, documentation, process & policy, and following a zero-trust strategy.

We follow industry standard institute models in order to mitigate intrusions and reduce risk in case of a breach.

We partner with security firms to provide analysis and response, and to continuously improve our security program and posture.
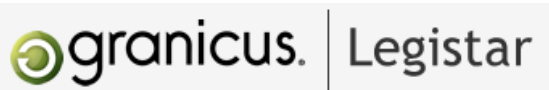
Applications

Enterprise IT provides application support County-wide. From the enterprise level, we directly support over 120 applications. In addition to application support Enterprise IT also engages in application research/vetting, business solutioning, application design, & integrations/APIs.

- 20% are Software as a Service (SaaS). We configure, integrate, manage access, and engage vendor for outages.

- 60% are commercial off the shelf. We handle access requests, configurations, support, and respond to outages.

- 20% are custom built. We fully maintain, manage access, refactor, and respond to outages.

Examples: Microsoft 365, Oracle EBS (BOSS), OnBase, Legistar, Microsoft Power Apps/Power Automate, ChangeGear, ReCo Cashiering, Ascend, CivicPlus.

Applications Cont'd

LakeCounty

There are over 600 applications in use throughout the County that are not directly supported by EIT. These applications are supported through vendors and/or through local department staff/IT directly. Enterprise IT provides support assistance as requested. These applications are primarily line of business focused to departments operations.

- County Clerk has several apps to support elections/voting, DOT has several for traffic management, Facilities has several for building management, Health has several for animal control, lab testing, school absences, Sheriff has several for crime data collection, body camera footage, dispatch etc. This number will also include things like video editors, creative tools, other types of utilities, etc.

Other Examples: NexGen (Health), TriTech (Sheriff), ESRI ArcGIS (CCAO/GIS), Tyler iasWorld (CCAO), Integrated Justice (Circuit Clerk), Tyler Energov (PBD).

Oracle (BOSS) Support

Platform

Project Management

Enterprise IT project management supports internal Enterprise IT projects & Enterprise Services (mostly HR & Finance). Projects supported typically have impacts across the entire enterprise. The primary function of the unit is planning and controlling the tactical execution of projects to meet business expectations.

Examples:

- Oracle EPM implementation
- NEOGOV
- ROC network design
- Phone system upgrade
- Oracle Database upgrade

- Network, wireless, & server upgrades
- Internet redundancy
- Security assessment & penetration mitigations

Questions