



# **Enterprise IT Department Update**

**Chris Blanding**  
**Chief Information Officer**

**Financial & Administrative Committee**

**August 8, 2024**

# Enterprise IT - Agenda

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- **Mission, Vision, Values**
- **Department Overview**
- **Recent Accomplishments**
- **Current Projects & Initiatives**
- **Looking Forward**



Our **Mission** today is to **support people and the technology they use.**

Our **Vision** for tomorrow is to **lead the way & provide innovative solutions thru this ever-changing digital world.**

Our **Core Values** are **Thinking/Challenging** (we are not robots), **Collaboration, Sense of Urgency, Adaptability/Change, & Accountability.** These are not aspirational...they are how we will behave, and are expected by everyone, every day.

**Simple, Secure, Quality, Flexible, & Fast.** Our **Guiding Principles** encompass everything we do.

**Strategic Anchors** outline how we will succeed...all our initiatives should fit into them. We will **Optimize, Modernize, & Transform.**

# Enterprise IT - Overview

## FY24 Budget

### Operating Expense

- **\$8.9M Operations**
- **\$9.0M Software & Applications**
- **\$17.9M Total**

### Capital Expense

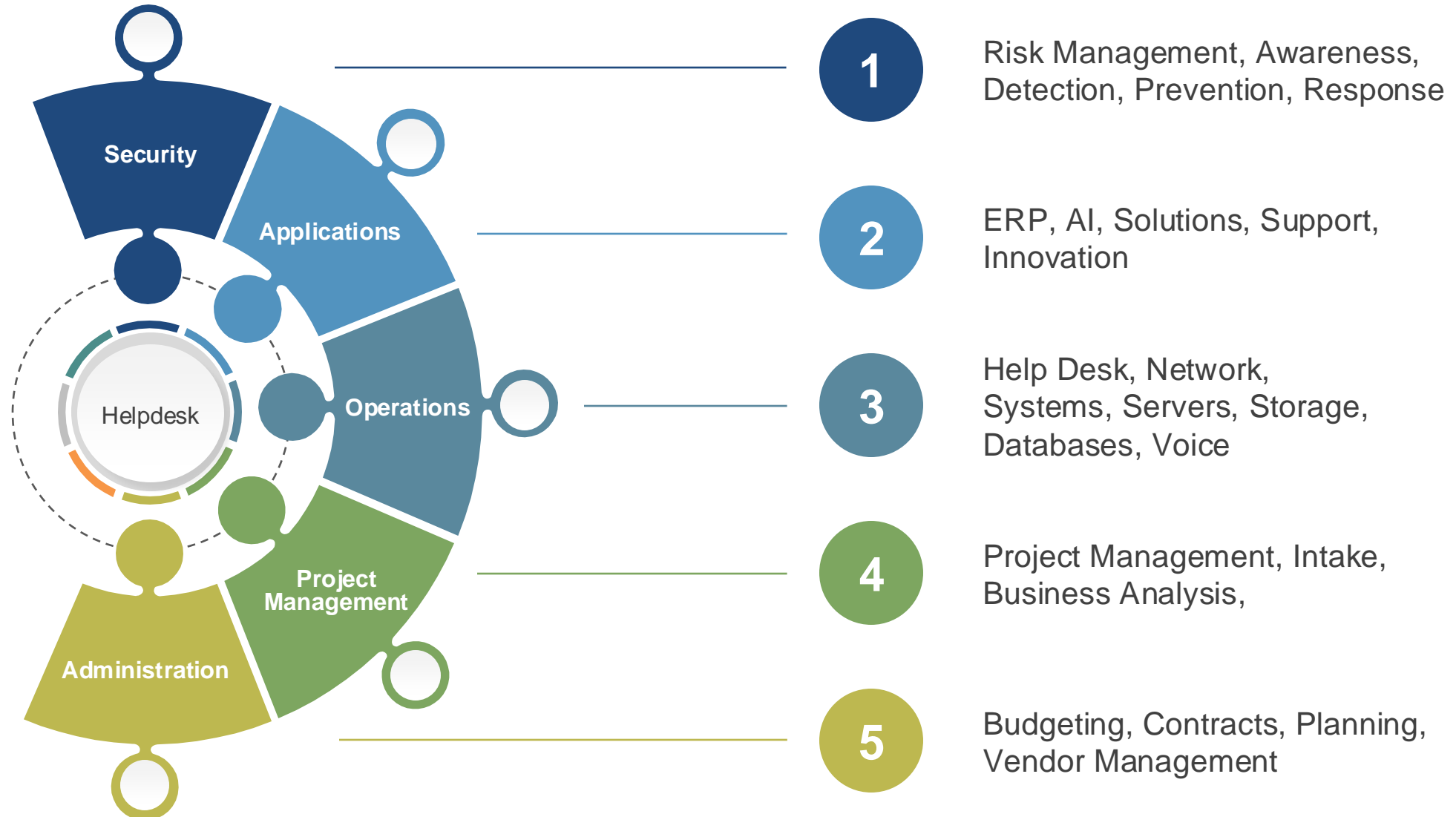
- **\$4.7M Security & Infrastructure**

### Personnel

- **53 FTE Positions (-1 FY23)**



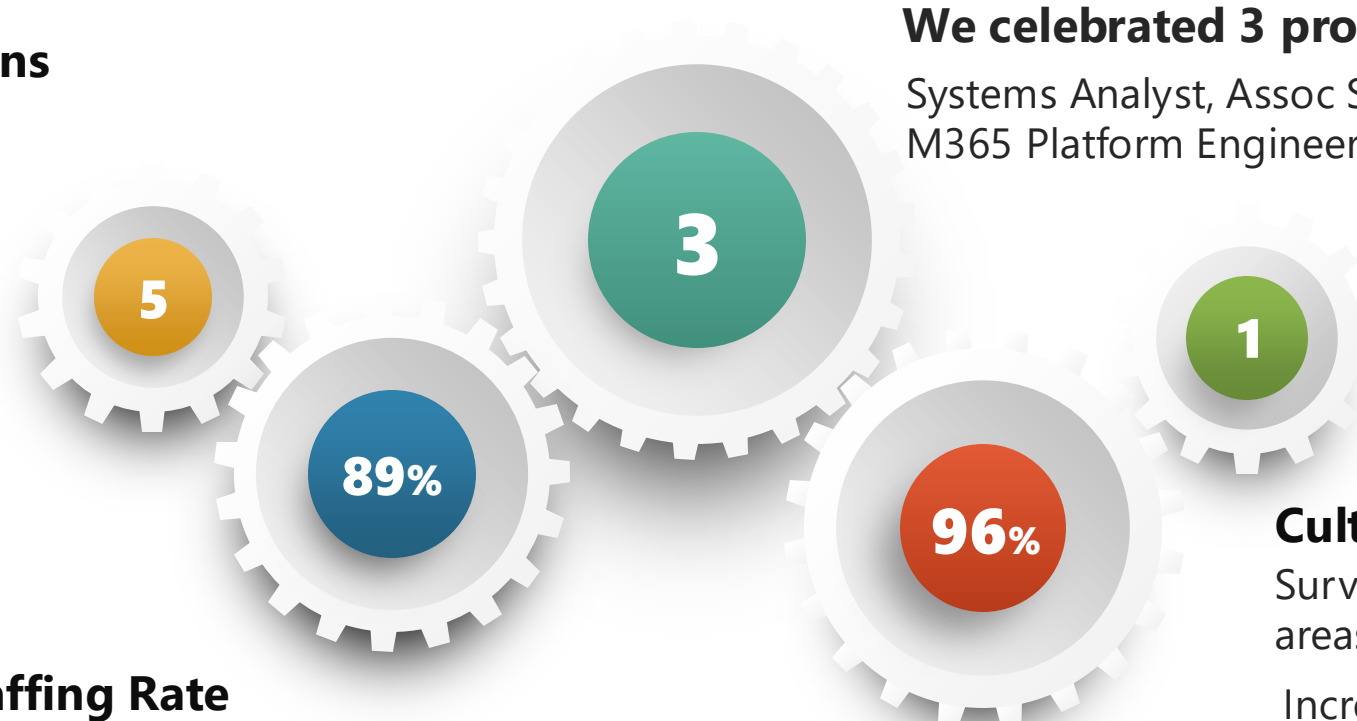
# Enterprise IT - Overview



# Recent Accomplishments

## Filled Vacant Positions

- Infrastructure Manager
- Network Security Administrator
- Network Engineer
- Project Manager
- Business Analyst



## We celebrated 3 promotions!

Systems Analyst, Assoc Systems Admin, M365 Platform Engineer

## Staffing Rate

47 of our 53 positions are filled (89%)

## Retention Rate

Current retention rate is 96%  
154% improvement from 2020.

## Culture Survey

Surveyed staff to identify areas of improvement.

Increased focus on:

- Documentation/process
- Communication
- Training/Cross-training

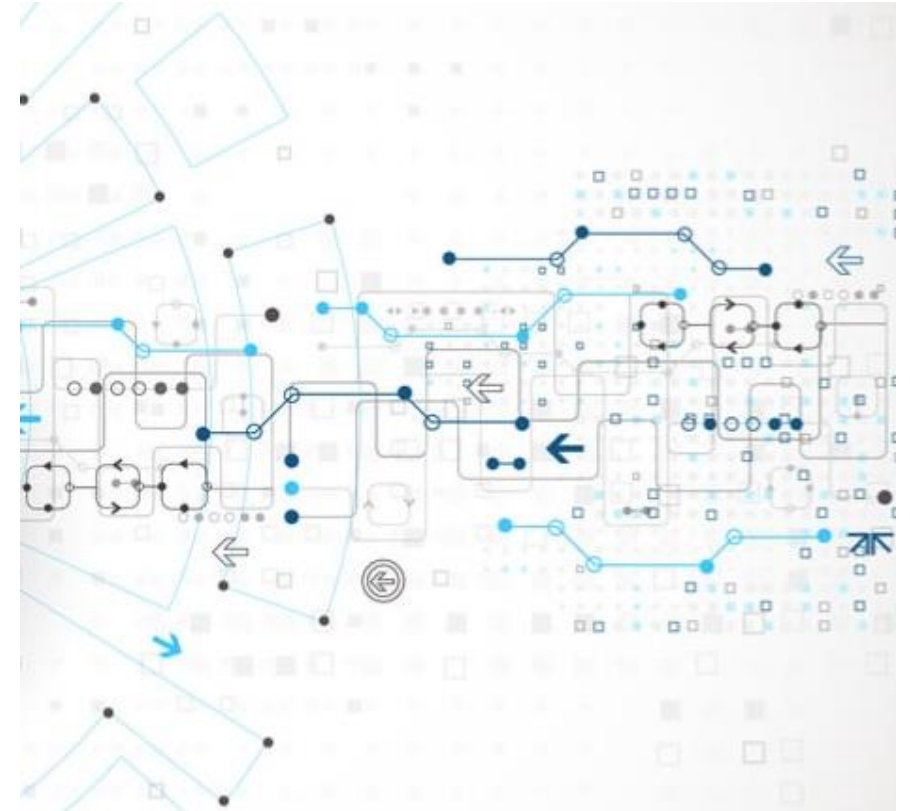
# Recent Accomplishments

- Security Program Assessment
- Network hardware refresh County-wide
- Wireless upgrade County-wide & expansion in Jail and Courts
- Improved internet availability and circuit redundancy
- BOSS Managed Service
- New virtual server hardware
- ROC building network design
- Mainframe decommission
- Security patching modernization
- AI Directive, working group, evaluation



# Current Projects & Initiatives

- **Cyber security improvements**
  - Tools, policy, awareness, prevention, detection, risk management
- **Document management system upgrade**
- **Legacy phone line consolidation**
- **Helpdesk ticketing platform**
- **Application modernization & consolidation**
- **AI roadmap planning**





# Looking Forward

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- **Cyber security improvements**
  - **Tools, policy, awareness, prevention, detection, risk management**
- **Mobile device management**
- **Modernize network connectivity and redundancy**
- **Advanced system monitoring and alerting**
- **ROC network implementation**
- **Application consolidation & modernization**
- **AI roadmap implementation**

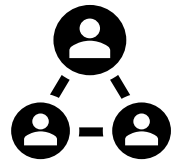


# Enterprise IT - AI

## In Place



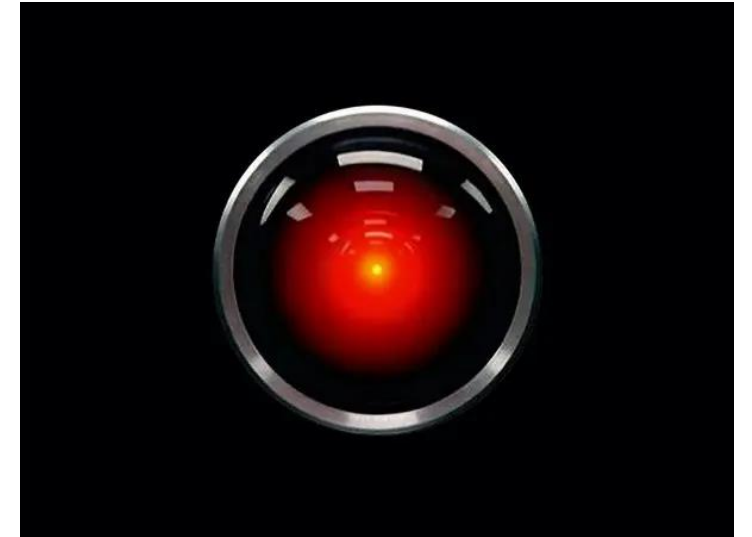
Directive



Working  
Group



Evaluation  
Process



## Developing



Roadmap



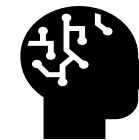
AI Policies



Gap  
Assessment



Investment  
Needed



Automation



Assistants  
Chatbots



LakeCounty  
Enterprise Information Technology



### Meet the Helpdesk

Max Bueno Staubitz, Leslie Seelye, Brian Boston, Drake Madden, Tim Murray,  
Keeyon Riley, Aaron Raucci

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Call Us At: (847) 377-2888

Helpdesk Email: [helpdesk@lakecountyil.gov](mailto:helpdesk@lakecountyil.gov)



**Questions?**