



Enterprise IT Department Overview

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Chief Information Officer

Technology Committee

January 31, 2025

Enterprise IT - Agenda

- **Mission, Vision, Values**
- **Budget**
- **Operations**
- **Strategy**
- **ERP Update**
- **AI Engagement**
- **Questions**



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

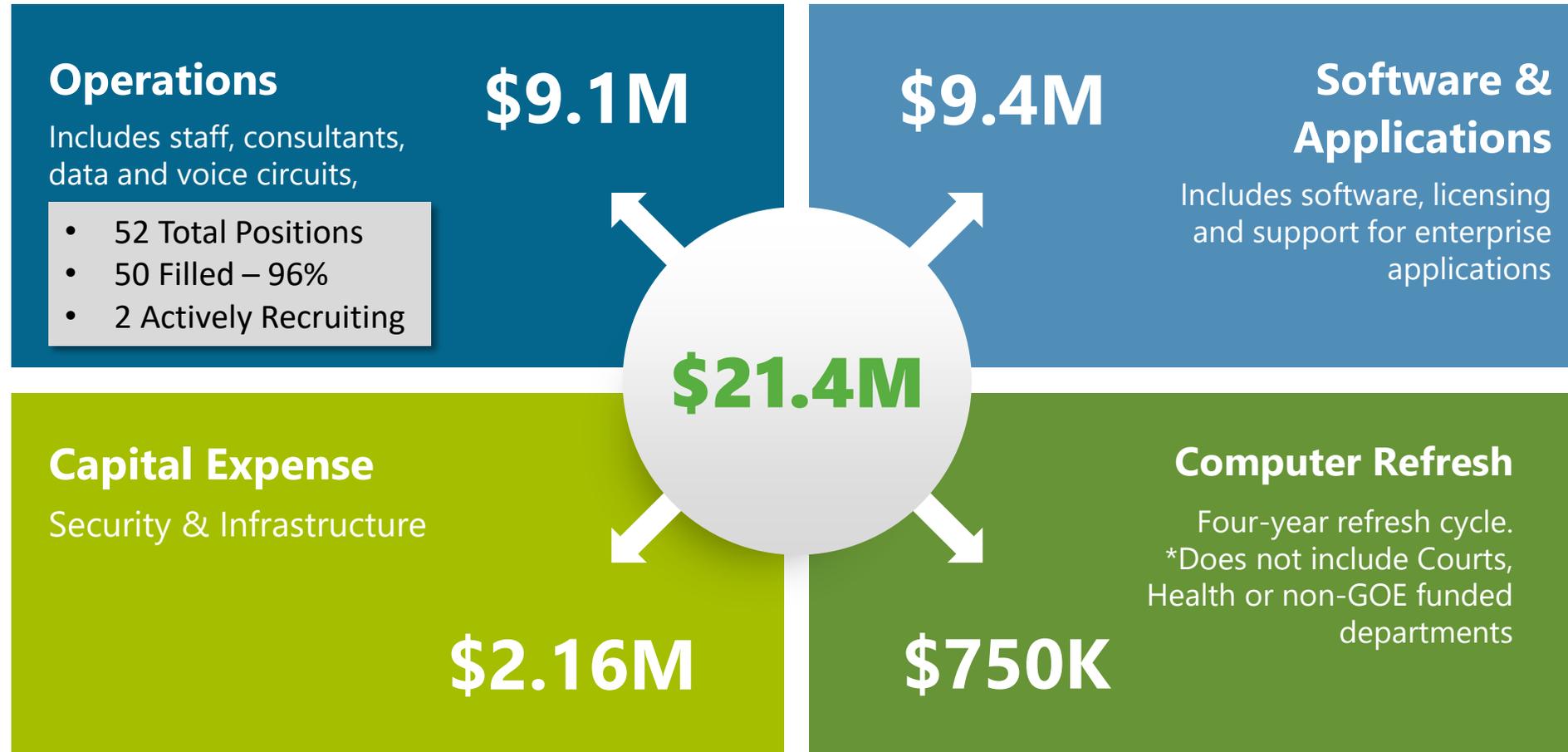
Our **Vision** for tomorrow is to **lead the way & provide innovative solutions thru this ever-changing digital world.**

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.

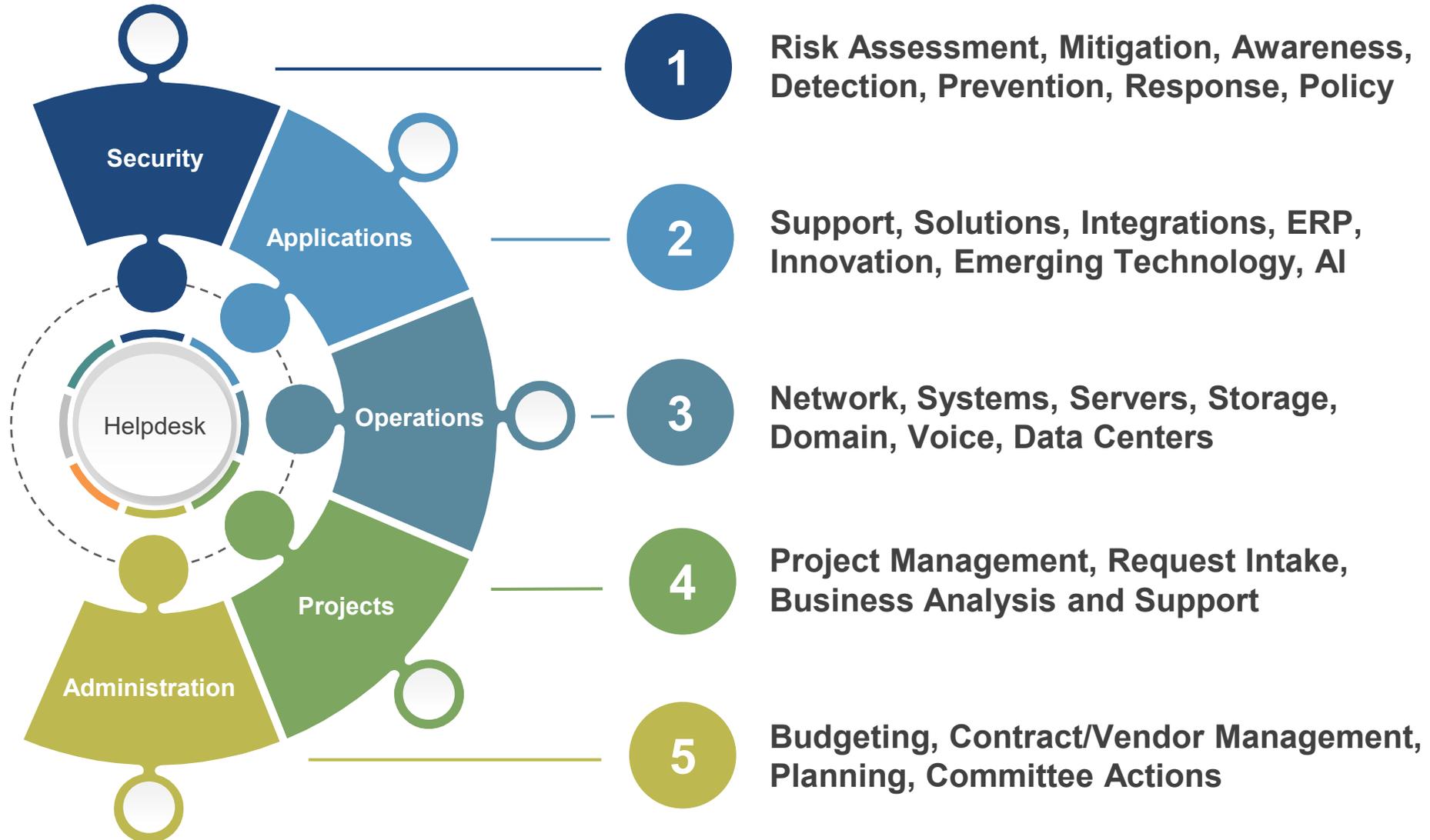
Simple, Secure, Quality, Flexible, & Fast. Our **Guiding Principles** encompass everything we do.

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

Operations – FY25 Budget



Enterprise IT - Operations



What Is Enterprise?



Infrastructure	Enterprise IT	Health	Courts	Sheriff	DOT
Network	✓				✓
Voice/Fax/Legacy	✓	✓			
Servers	✓	✓	✓	✓	✓
Remote Access	✓			✓	
Microsoft Tenant	✓				
Patching/Imaging	✓	✓			

Helpdesk Services



Departments with Helpdesk services:



Health



19th Judicial



Sheriff

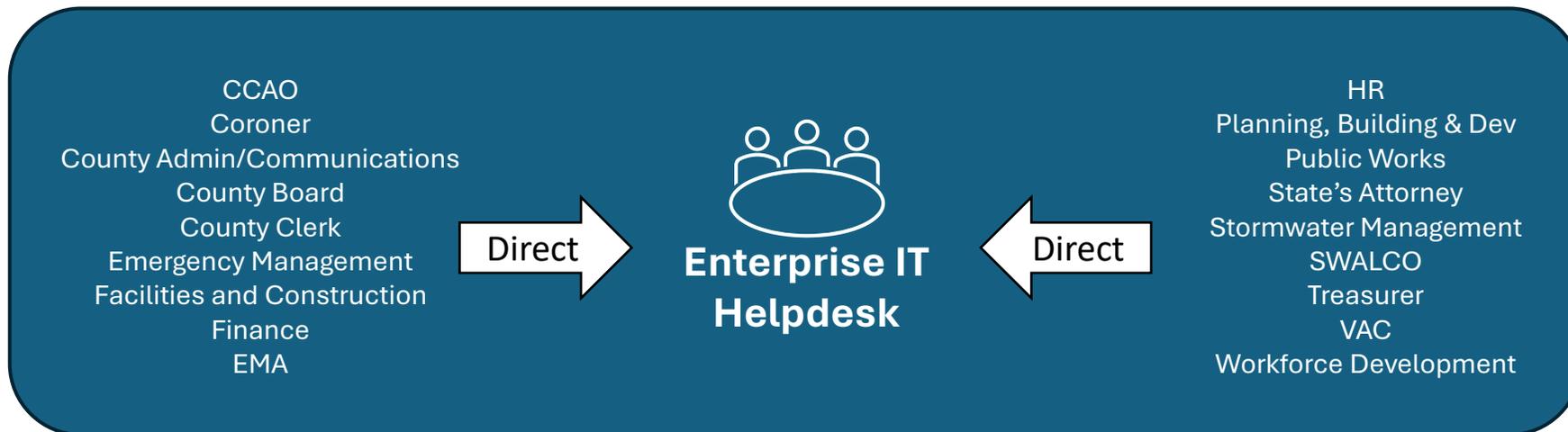


Circuit Clerk



DOT

Departmental Helpdesk may open ticket with EIT Helpdesk



Operations - FY24 Metrics

Incidents Resolved
Traditional break/fix
(85% resolved on first contact!)



Computers Refreshed*
4-year replacement cycle

Changes Implemented
This includes planned and emergency changes to applications and infrastructure



Enterprise IT Operations



Service Interruptions
Emergency responses due to a degradation or interruption of service
(reduced 63% from 2023!)

Patches
Patches deployed to all computers and servers



Infrastructure Monitoring
Critical infrastructure monitoring 24/7/365

Guidelines - Security Discussions

SAFE: Discussions and high-level updates while ensuring sensitive security details remain protected from unauthorized disclosure or indicate where vulnerabilities may be exploited.

"We are enhancing our security posture by implementing tools to manage privileged accounts."

- **High-Level Summaries:** General project goals and benefits without specific technical details that may outline areas of vulnerabilities.
- **Strategic Objectives:** How projects align with organizational goals, improve efficiency, or meet compliance requirements.
- **Milestones:** Broad timelines or non-sensitive outcomes.
- **Policy and Processes:** General discussions on security policies without revealing details or areas where we may be vulnerable.

"We expect to complete the project by Q3 of this year."

"This project will improve our ability to meet regulatory requirements for access controls."

"We are collaborating with departments on policy improvements."

Guidelines - Security Discussions

EXECUTIVE SESSION: Confidential setting where sensitive and critical security details can be discussed without risk of disclosure to unauthorized individuals that would outline areas of vulnerability.

"Project X will improve our security and mitigate vulnerabilities by..."

- **Technical Details:** Specific configurations, product/vendor names, or implementation plans.
- **Vulnerability Assessments:** Results of penetration tests, internal audits, or other findings.
- **Risk Assessments:** Specific threats, risks, or gaps identified in our environment.
- **Vendor Evaluations:** Detailed vendor comparisons, strengths, and weaknesses.
- **Budget and Resource Allocations:** Details on financial investments in security projects.

"We experienced a phishing attack targeting our staff last month, and here's what we're doing to mitigate future risks."

"Our risk assessment has identified three critical gaps and vulnerabilities"

"We chose product X because of these security strengths and strategy alignment..."

"The proposed budget allocates \$500,000 for Project X the strategy is this..."

Operations - Helpdesk

Hi, how can we help you?

🔍 Search for solutions, services and tickets

Call

847-377-2888
Anytime – 24/7/365

 **URGENT**

Email

helpdesk@lakecountyiil.gov
Monitored 7:30am - 5:00pm

(non-Urgent)



Questions?