



Information Technology / Enterprise Technology Update

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Lake County's Mission

Deliver exceptional, financially and environmentally responsive/responsible services that promote a safe, affordable, healthy, and resilient community.



Department Overview

- **Primary functions and tasks**
 - Help Desk
 - Infrastructure
 - Applications
 - Security
 - Solutions
- **Staffing FY20**
 - 59 positions
- **Total departmental budget for FY20**
 - \$14,520,793



Department Overview

Mission support people and the technology they use.

Vision lead the way & provide innovative solutions thru this ever-changing digital world.

Core Values Collaboration, Sense of Urgency, Thinking/Challenging, Adaptability/Change, & Accountability.

Guiding Principles Simple, Secure, Quality, Flexible, & Fast.

Strategic Anchors Optimize, Modernize, & Transform.



Previous 12 Months

- **Teams/People** - Actively cross-trained staff to support operations and reduce single points of failure. This adds efficiency and helped support the shift to remote work during the COVID response.
- **Operations/Processes** - Strengthened our change control and incident response processes to ensure changes to the environment perform as expected and that we have actionable response plans.
- **Improve Service** - Doubled our internet speeds from 500 to 1,000 Mbps ensuring that all remote workers had stable, reliable access to their systems when they needed it most.
- **Remote/Voice** - Leveraged our partner relationships to deliver a cloud-based phone solution at zero cost so essential remote workers could maintain routine communications.
- **Digital Workplace** - Expanded remote access capabilities while simultaneously enhancing current enterprise systems so that they can be accessed from anywhere.
- **Cyber Security** - Upgraded our internet and website security protection systems (DDOS) to deliver 24/7/365 defense.
- **Remote File Access** - Migrated user and department files to OneDrive and SharePoint to make files access more efficient and reduce burden on technology systems.
- **Family First Coronavirus Response Act** - Implemented federally mandated FMLA changes.
- **Security Incident Response** - Revised plans and held table-top exercises to improve response in event of cyber-attack.



Previous 12 Months

- **Security Assessment** – Partnered with 3rd party to evaluate our environment and exposure to Ransomware and other malicious threats. Identified areas for improvement and prioritized according to risk and impact mitigation.
- **Firewall Improvements** - Added GEO blocking on firewalls to reduce risk of exploit from foreign entities by blocking proactively.
- **Election Security Initiatives** – Installed secure fiber line for election database transfer to the state. Upgraded election server security. Partitioned election environment utilizing firewall zones to limit access. Utilized DHS sponsored election program to monitor the election network for malicious activity with intrusion detection.
- **Oracle Lift & Shift** - Planned, designed, budgeted, and negotiated contract for 2020 implementation.
- **Multi-Factor Authentication** – Implemented across the organization to strengthen user security.
- **Public Works Billing Upgrade** – Assisted project to replace sunseting pay system.
- **SD-WAN Replacements** – Installed new routers to replace older technology, improve reliability, and speed for remote sites.
- **Data Center Fire Protection** – Scoped and planned install of early warning fire detection system. Worked with Facilities to extend existing fire suppression system to cover data centers in case of fire.



Next 12 Months

- **Oracle Lift and Shift** – Move Oracle BOSS environment to private Cloud. Reduces data center footprint, improves reliability, security, and disaster recovery.
- **Backup Solution** – Utilizes cloud to improve disaster recovery and risk/impact from cyber-attacks.
- **Computer Security** – Next generation solution being implemented to provide proactive response and managed services.
- **Data Center Consolidation** – Moving from two data centers to one. Right sizing UPS and HVAC systems to reduce energy consumption, need for hardware, and operating expense.
- **Network Improvements** – Core switch upgrades replace end of life units, improve performance, and security.
- **Microsoft** – Enterprise agreement renewal. Looking at Teams & other tools to improve collaboration, access, and remote work.
- **InTune Implementation** – Streamline device deployment thru automation. Improve security, access control, inventory, and application publishing.
- **OnBase Scan-to-File** - Improved process to save time, money, and paper by reducing manual print and scan process.
- **BOSS Improvements** - New interface and functionality to allow faster reconciliation of payments with General Ledger.



Questions

Thank you for your time today!