GREEN LAKE COUNTY
571 County Road A, Green Lake, WI 54941

The following documents are included in the packet for the Information Technology Committee meeting on August 14, 2017:

1) Cover letter

2) Agenda

3) Draft minutes from the June 2017 meeting

4) New positions resolution, job description, and fiscal impact

5) Letter from Corporation Counsel

6) 2017 budget standings

From: Bill Hutchison

To: IT Committee Members

Date: August 9, 2017

Re: August 2017 IT Committee Meeting

All,

Enclosed is your packet for our meeting on **Monday, August 14th at 5:30pm** to be held in the meeting room #0903 (Lower Level – West Wing) at the Green Lake County Government Center, 571 County Road A, Green Lake.

Attached are:
-    Agenda for the August 14th meeting
-    June 2017 Meeting Minutes
-    New Positions Resolution, job description, fiscal impact.
-    Letter from Corporation Counsel
-    2017 Budget Standings

See you at the meeting,

Bill Hutchison
Information Technology Director
Green Lake County

Information Technology Committee
Meeting Notice
Date: August 14, 2017   Time: 5:30 PM
Meeting Room #0903, Green Lake County Government Center
571 County Road A, Green Lake WI
AGENDA

Committee Members

Preston Hiestand
Katie Mehn
Gail Schroder
Nick Toney, Vice-Chair
Joy Waterbury, Chair

1. Call to Order
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Agenda
5. Minutes: June 5, 2017
6. Public Comment (3 minute limit)
7. Appearances
8. Correspondence
   - Letter from Corporation Counsel
9. Department/Committee Discussion
   - Highlights & Project Updates
   - Discussion of proposed IT 2018 Budget
   - Approval of resolution – Creation of Two Additional IT Support Specialist Positions
10. Purchase Requests
    - Approve Items
    - Items to P&I
11. Upcoming Committee Activity
    - Future Meeting Date: October 2, 2017
    - Future Agenda Items for Action and Discussion
12. Adjourn

GREEN LAKE COUNTY
INFORMATION TECHNOLOGY COMMITTEE MINUTES
June 5, 2017

CALL TO ORDER
Joy Waterbury called the meeting of the Information Technology Committee to order at 5:43 p.m. in the Green Lake County Government Center, County Board Room #0902, Green Lake, WI. The requirements of the open meeting law were certified as being met.

Present: Katie Mehn, Nick Toney (by phone), Joy Waterbury
Absent: Chip Hiestand, Gail Schroeder
Also Present: Bill Hutchison, Deb Sweeney

PLEDGE OF ALLEGIANCE
The Pledge of Allegiance was recited.

AGENDA
Motion/Second (Mehn/Toney) to approve the agenda. Motion carried.

MINUTES
Motion/Second (Mehn/Tony) to approve the April 3, 2017 minutes. Motion carried.

PUBLIC COMMENTS – None

APPEARANCES

CORRESPONDENCE – None

DEPARTMENT/COMMITTEE REPORT
Department/project updates since the last meeting from the IT Director as read into the minutes. This was not discussed or reviewed at the meeting.

- 27 helpdesk tickets have been created, 24 resolved and 8 remain open.
- 6 new employee accounts created.
- The IT Director, Land Information Committee, Land Information Officer and the Treasurer's Department have been researching new Treasurer software packages.
- Transcendent Farmland Preservation and Permit Tracking software went LIVE.
- New GIS server and public services have been switched to a new server. The old one has been decommissioned.
- Completed IT install part to Corporation Counsel's new RMS software.
- Assisted jail with fixing and resolving issues with building's key card system and building's camera display at the security station.
- Repaired issues with County Clerk's telephone call reporting PC and doubled its memory.
- Got iOS devices on to security MDM software pushed out to Sheriff's Office and others.
- Upgraded Alio and Avatar to the latest versions.
- Continued completing new desktop and laptop hardware upgrades.
- Since the start of the year, 50+ employees have received new systems to use for their daily work.
- IT Director attended Wiscnet and GIPAW conferences.
- Both Morpho track systems replaced/upgraded to new in jail booking and court processing.
- Upgraded Highway shop printer and shop's truck software used for diagnostics.
- IT Director participated on panel of ICC's IT roundtable discussion meeting.
- Server room experienced a high temperature alert early on 5/5/17. Testing and troubleshooting the server room HVAC was done the weeks of May 8th and 15th. Maintenance told the IT Department on the 26th to be "hands off" on any future events with the HVAC system.
- Continuous patches and upgrades to all systems.
- DA IT installed their new circuit connection equipment (for cable and cell) into server room.

Committee reviewed the request for credit card approval. Discussion was held.
Motion/Second (Tony/Mehn) to approve the request for credit card approval as presented. Motion carried.

UPCOMING COMMITTEE ACTIVITY
Next meeting: August 14, 2017 at 5:30
Agenda item: 2018 budget

ADJOURNMENT
Motion/Second (Mehn/Toney) to adjourn at 5:50 p.m. Motion carried.

Recorded by
Deb Sweeney
Committee Secretary

RESOLUTION NUMBER   -2017

Creation of Two Additional IT Support Specialist Positions

The County Board of Supervisors of Green Lake County, Green Lake, Wisconsin, duly assembled at its regular meeting begun on the 19th day of September 2017, does resolve as follows:

WHEREAS, beginning in 1996 the Information Technology Department has operated with two full-time employees serving the technology needs of all County departments. Departmental requirements for technology have changed immensely in the last 21 years. In 1996 some departments had very little or no IT needs or requirements. However, the number of employees that rely on technology has steadily increased as technology has evolved. Today every employee relies on technology to perform day-to-day job duties; and,

Fiscal Note is attached.

Roll Call on Resolution No.   -2017

Submitted by Information Technology Committee:

Ayes   , Nays   , Absent   , Abstain 0

Passed and Adopted/Rejected this 19th day of September, 2017.

_____
Joy Waterbury, Chair

_____
Nick Toney, Vice-chair

_____
County Board Chairman

_____
Katie Mehn

_____
ATTEST: County Clerk
Approve as to Form:

_____
Gail Schroeder

_____
Corporation Counsel

_____
Preston Hiestand, Jr.

WHEREAS, along with the evolution of technology needs, there has been an increase in the complexity of the interactions and requirements of technology used within and between departments, and with the public. The IT Department is responsible for keeping all of these existing systems running smoothly and managing their availability, integrity, and security; and,

WHEREAS, the current level of technology infrastructure invested by the County, the amount of day-to-day maintenance required of current production systems is now overshadowing the workload for new projects that a department of two people can responsibly handle. Furthermore, during vacations and leaves, just one employee staffs the department two months out of the year, and,

WHEREAS, to continue meeting the current needs and requirements, the constant changing and evolution of technology, and considering the upcoming retirement of one staff member in early 2020, the Information Technology Department needs two new positions in 2018 allowing for managed gradual training and integration with the department and the rest of the organization.

NOW THEREFORE BE IT RESOLVED that the Green Lake County Board of Supervisors hereby creates two positions of IT Support Specialist within the Information Technology Department beginning with the 2018 fiscal year. One position shall be filled no earlier than April 1, 2018 and the second shall be filled no earlier than October 1, 2018.

GREEN LAKE COUNTY JOB DESCRIPTION

TITLE: **INFORMATION TECHNOLOGY SUPPORT SPECIALIST**

DEPARTMENT: INFORMATION TECHNOLOGY DEPARTMENT

LOCATION: GOVERNMENT CENTER

SUPERVISOR: INFORMATION TECHNOLOGY DIRECTOR

SUMMARY:
Provides technical support to users of County Information Technology (IT) systems. Responsible for maintaining and improving IT resources and their usage by County personnel. Performs a variety of clerical, typing, filing and accounting tasks associated with the work of the Information Technology Department.

DUTIES AND RESPONSIBILITIES:
- Assists departments with hardware and software necessary for their day-to-day operations.
- Provide computer training and guidance for County personnel.
- Monitor helpdesk calls to ensure timely response to priority problems.
- Maintain and monitor backup hardware, software, and off-site storage.
- Design, implement, and maintain County Internet and Intranet web sites.
- Prepares meeting agendas, notices of committee meetings, and notifies media of public announcements.
- Troubleshoot and assist in the resolution of IT-related issues.
- Install and configure PC's with standard operating system and desktop software.
- Responsible for maintaining and troubleshooting the County's IT communication systems.
- Serves as Administrative Assistant to the IT Director.
- Assists in the preparation of the annual budget and purchasing.
- Establishes and maintains departmental paper and electronic filing system.
- Attends and participates in meetings, training sessions and workshops as requested by the Director.
- Works with outside contractors and vendors on IT related issues.
- Provide basic guidance and direction for interns/students working for the department.
- Other duties as established by the Director.

SKILLS AND ABILITIES:

- Four to six years of related work experience in a mixed Windows and UNIX business environment required.
- Basic everyday living skills.
- Ability to type, do accurate accounting and understand computer operations.
- Ability to work cooperatively with other staff members and the general public.
- Must have the ability to take the initiative and be a self- starter including being able to work with little or no direct supervision
- Must be tactful, courteous, helpful and friendly.
- The ability to handle confidential information in a professional manner.
- A skilled problem solver regarding both technical and non-technical issues.
- Skill in the use of office automation equipment, or similar machines necessary to perform essential functions. Use of common powered and manual hand tools for repair and installation of computer hardware are also necessary.

QUALIFICATIONS:

EDUCATION: A two year Associates degree from an accredited college or technical/vocational school in Computer Information Systems or related field.

EXPERIENCE / JOB KNOWLEDGE: Comparable work experience can be substituted for some education. In-depth technical knowledge of computing hardware, software, and desktop operating systems.

WORKING CONDITIONS:

PHYSICAL DEMANDS: Over 75% of the time is spent sitting, hearing, using near vision, and low and medium fingering for typing. About 15% of the time may be spent talking, walking, reaching, and low handling, i.e. picking up files, etc. 10% of the time may be spent standing, stooping, climbing, low lifting and carrying, and low pushing/pulling. In unusual situations, kneeling, crouching, bending, twisting, reaching, feeling, low handling, high fingering, and medium lifting, carrying and pushing required.

ENVIRONMENTAL DEMANDS: Normal office working conditions with frequent exposure to cool temperatures, risk of electrical shock, and noise in equipment rooms. The noise level in the work environment is usually low to moderate. In order to support and maintain the computer systems for the Sheriff's Office and Jail the employee occasionally works in areas with high security measures in place.

This is a public service position, and employee is required to be courteous, cooperative and respectful at all times with the public and clients; also establishes and maintains a courteous and cooperative and respectful working relationship with other employees, supervisors and public officials.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and needed skills. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its' judgment, to be proper.

GREEN LAKE COUNTY
PERSONNEL COSTS
2018 BUDGET

DEPARTMENT: INFORMATION TECHNOLOGY

*round off all totals to the nearest dollar

JOB TITLE	EMPLOYEE NAME	RATE	HOURS	ANNUAL SALARY	RETIREMENT	SOCIAL SECURITY	HEALTH	LIFE	TOTAL FRINGE BEN	TOTAL
IT - SUPPORT TECH	Vacant - Fill 4/2018	26.00	1560	$ 40,560	$ 2,718	$ 3,103	$ 6,597	$ 225	$ 12,643	$ 53,203
IT - SUPPORT TECH	Vacant - Fill 10/2018	26.00	520	$ 13,520	$ 906	$ 1,035	$ 4,541	$ 75	$ 6,557	$ 20,077
2018 MERIT				$ 811	$ 55	$ 63			$ 118	$ 929
Grand Total				$ 54,891	$ 3,679	$ 4,201	$ 11,139	$ 300	$ 19,319	$ 74,210

Wisconsin Retirement

General Employee -   0.0670

Social Security   0.0765

2018 Health Insurance

	% CoShare
Single	$8,796.44
Limited	$18,165.77
Family	$23,438.93

GREEN LAKE COUNTY
OFFICE OF CORPORATION COUNSEL

Dawn N. Klockow　　　　　　　　　　*Office: 920-294-4067*
Corporation Counsel　　　　　　　　　*FAX:　 920-294-4069*

July 17, 2017

Information Technology Committee
571 County Road A
P.O. Box 3188
Green Lake, WI 54941

　　　Re:　　Corporation Counsel records in electronic format

Dear Honorable Members of the Information Technology Committee:

　　　The Office of Corporation Counsel began using a case management program, CountyLaw, as of July 1, 2017. This case management program allows the Corporation Counsel Office to track and work on its caseload. The software is divided into two modules, assignments and litigation. The assignment module is for requests for legal assistance such as drafting and reviewing contracts, legal opinions, collection matters, drafting ordinances and resolutions, open record requests, policies, etc., basically any request for legal assistance that does not involve litigation. The litigation module is exactly what it is named for – requests for legal assistance that involve litigation in the courts. This would include zoning enforcement, guardianships, mental commitments, etc. I used this case management software in another county and it made keeping track of files and workflow easier and more efficient for myself, and staff. I believe that it will do the same in Green Lake County.

　　　My office will now be going virtually paperless by using this case management/records management software. By going virtually paperless, we will save on printer ink, paper, file folders, labels, all the things involved with keeping paper files. Litigation files will be kept in both electronic and paper formats due to the beginning of electronic filing in the circuit courts. Assignment files will be kept electronically since almost all of the work I do involves using electronic documents.

　　　Green Lake County Code Section 74-6 allows departments to retain records in electronic format according to the standards in §16.612 Wis. Stats., and with the guidance and preapproval of this committee. The committee approved this software for purchase and use earlier this year. Wis. Stat. §16.612 requires the Wisconsin Department of Administration to enact an Administrative Code for electronic records management. That administrative code is Ch. Adm 12 and specifically Adm 12.05 sets forth the standards for the electronic storage of records. The standards are included below along with an explanation of how the CountyLaw case management software

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meets those standards. They are as follows:

(1) Maintain electronic public records that are accessible, accurate, authentic, reliable, legible, and readable throughout the record life cycle.
- Emails are imported into the software, or sent out of the software and will be stored both by IT and by the software and can be printed out in the original format.
- All documents created using the software are accessible in the original format such as MS Word and Excel.
- Documents and all files are text searchable and are able to be printed.

(2) Document policies, assign responsibilities, and develop appropriate formal mechanisms for creating and maintaining electronic public records throughout the record life cycle.
- The program contains the necessary mechanisms for maintaining the records. They will be deleted in accordance with the County's record retention policy.

(3) Maintain confidentiality or restricted access to records or records series maintained in electronic format, limiting access to those persons authorized by law, administrative rule or established agency policy.
- The program has the capability for me to lock out my assistant from viewing the file if the confidentiality of the file requires that she not have access.
- Only myself, my assistant, IT Personnel have access to the data. You have to have a login and password to access the software.

(4) Utilize information systems that accurately reproduce the records they create and maintain.
- CountyLaw saves everything in its original format if created electronically.
- The program has the capability to scan documents into readable PDF format as an exact copy of the original paper copy.

(5) Describe and document public records created by information systems.
- The program allows us to name files, documents and create folders for each type of file saved within the program.

(6) Document authorization for the creation and modification of electronic public records and, where required, ensure that only authorized persons create or modify the records.
- See number three above.

(7) Design and maintain new information systems so that these systems can provide an official record copy for those business functions accomplished by the system.
- The program is designed as a comprehensive case management system that does allow the user to be virtually "paperless", meaning fewer paper files.

(8) Develop and maintain information systems that maintain accurate linkages, electronically or by other means, to transactions supporting the records created where these linkages are essential to the meaning of the record.

- All files are stored within the case management software. They are easily accessed through the software.

(9) Utilize information systems that produce records that continue to reflect their meaning throughout the record life cycle.
- The records remain in the program until the whole file can be electronically deleted once the record retention period is over.

(10) Utilize information systems that can delete or purge electronic records created in accordance with the approved retention schedule.
- See 9 above.

(11) Utilize information systems that can export records that require retention to other systems without loss of meaning.
- The system allows emailing of documents from inside the program.
- The contract provides that our data will be ours and if we stop using the program, we will be able to get the data in a usable format.

(12) Utilize information systems that can output record content, structure and context.
- All records contained within the system are capable of being printed upon request.

(13) Utilize information systems that allow records to be masked to exclude confidential or exempt information.
- The program has a feature where I can lock out my assistant from viewing the record.
- The program is compatible with Adobe PDF and brings documents up in original format. Once in the program that created the document, you have the ability to make changes and save the new changed document under a new name.

Thank you for your support of this case management/records management software.

Regards,

/s/ Dawn N. Klockow

Corporation Counsel

Account No/Description	Adjusted Budget	Y-T-D Encumb	Period Expended	Y-T-D Expended	Available Balance	Percent Used
25 Informational Tech						
17-100-25-51450-110-000 Salaries	144,140.67	.00	74,471.84	74,471.84	69,668.83	51.67
17-100-25-51450-151-000 Social Security	11,026.76	.00	6,147.68	6,147.68	4,879.08	55.75
17-100-25-51450-153-000 Ret. Employer Share	9,801.57	.00	5,649.76	5,649.76	4,151.81	57.64
17-100-25-51450-154-000 Health Insurance	38,745.09	.00	23,851.32	23,851.32	14,893.77	61.56
17-100-25-51450-155-000 Life Insurance	389.52	.00	255.22	255.22	134.30	65.52
17-100-25-51450-206-000 Maintenance Contracts	202,958.00	8,375.32	183,127.63	183,127.63	11,455.05	94.36
17-100-25-51450-214-000 Software/Hardware	38,750.00	2,558.07	32,179.08	32,179.08	4,012.85	89.64
17-100-25-51450-219-000 Support	500.00	.00	378.75	378.75	121.25	75.75
17-100-25-51450-233-000 Internet	7,500.00	.00	3,000.00	3,000.00	4,500.00	40.00
17-100-25-51450-234-000 Networking	16,092.00	.00	9,113.66	9,113.66	6,978.34	56.63
17-100-25-51450-307-000 Training	750.00	.00	100.00	100.00	650.00	13.33
17-100-25-51450-310-000 Office Supplies	100.00	.00	.00	.00	100.00	.00
17-100-25-51450-324-000 Member Dues	100.00	.00	.00	.00	100.00	.00
17-100-25-51450-329-000 Subscriptions	500.00	.00	.00	.00	500.00	.00
17-100-25-51450-330-000 Travel	500.00	.00	292.11	292.11	207.89	58.42
17-100-25-51450-810-000 Capital Equipment	36,550.00	.00	17,770.94	17,770.94	18,779.06	48.62
17-101-25-51450-999-001 Carryover IT UPS Batteries	3,321.41	.00	.00	.00	3,321.41	.00
25 Informational Tech	**511,725.02**	**10,933.39**	**356,337.99**	**356,337.99**	**144,453.64**	**71.77**