

# Goodhue County Technology Committee

January 26, 2017

8:30 a.m.

Administration Conference Room

## Campus Building Security Project

- Panic buttons getting installed
- More training coming and users defined
- Additional cameras purchased

## ADC Camera Project

- In use but some work yet to take place

## Virtual Server Environment

- Two new hosts ordered, then replace one of the four each year from Recorder Technology Fund
- VM software updated

## Storage Area Network (SAN)

- All flash storage
- Vastly improved performance
- Identical arrays in Govt. Center and LEC
- Configurable recovery snapshots
- Support includes H/W and S/W enhancements for three years
- Support staff has been very thorough

## Disaster Recovery

- SAN creates snapshots and it replicates between arrays in different buildings
- Daily backup processes enhanced
- Remote copy at Public Works enhanced
- New tape library

## Govt. Center Server Room Upgrade Project

- Power and cooling upgrades done
- Fire protection yet to be installed
- Rack reconfigurations pending

## Phone System Project

- IP phones now in Justice Center courtrooms; phones also tied into courtroom PA system
- Finishing internal 911 configuration

## IT Director Succession Planning

- Documenting tasks
- Planning training and handoff

## Priorities for 2017

- Finish Govt. Center server room upgrade
- Complete network security audit
- Improve patch rollout processes
- Install new backup system
- Upgrade data backup system
- Upgrade e-mail server and archiver

## Future Projects

- Upgrade server rooms in LEC
- Upgrade network cabling and switch locations in Govt. Center
- Increase network speed to 10Gb to Public Works
- Implement a Mobile Device Management solution

## List of Goodhue County IT Dept. Projects Since 2006

(updated 01/26/2017)

Project	Estimated Completion Date	Current Status/Comments
Create internal website	1/06	Completed; adding more info daily
Laserfiche	3/06	PHS and County Attorney using it; vendor to meet with Social Services
Install Odyssey Assistant for Court Services/DOC	3/06	Completed
Tax payment on the web	4/06	Installed and used for 1 <sup>st</sup> and 2 <sup>nd</sup> half payments
Call Pilot Desktop Messaging	4/06	Installed
Websense (website blocking)	4/06	Installed; ongoing configuration of policies and reporting
Move Recorder's images to optical disk	5/06	Completed
EZ Audit (PC auditing)	5/06	Installed and operating
UPS upgrades and monitoring	6/06	New UPS systems installed and remote reporting enabled; Govt. Center phone switch now protected
Install Public Works project reporting program	8/06	Installed and available for Public Works
Convert BARS to CIS	8/06	Completed 8/23/06
Paperless Boardroom	9/06	Began using on 9/19/06
Caller ID	9/06	Changeover done 9/6/06
City Watch	11/06	Installed; training held
Convert to DHCP	2006-2007	Working on final piece (PHS)
Replace/recycle up to 50 PCs each year	ongoing	Depts. now budgeting for their PCs
Install network and server monitoring programs	2006	Installed; configuration ongoing
Technology User Policy	12/06	Approved by Board
Install wireless access in the Courts	1/07	Completed
Reorganize public website and add enhancements	2/07	New website release in Feb.; enhancements ongoing
Install/upgrade Citrix (for remote connections)	3/07	Completed
Phone accounting program	3/07	Installed and getting configured
Install new receipt PCs and printers for Recorder and A/T	3/07	Completed

<b>Project</b>	<b>Estimated Completion Date</b>	<b>Current Status/Comments</b>
Install improved data backup system (SAN)	5/07	Installed; e-mail moved to it 6/18; booting a diskless server from it; other server data moving to it soon
County network reconfiguration	2007	Completed 10-04-07
Install Landshark for Recorder's Office	2007	Went live 10-01-07
Install and configure new LEC HVAC monitor for Maintenance Dept.	2007	Completed 09-07
Convert/move all large format printing out of IT area	2007	Need to determine how to print extra large assessor labels on laser printer before we can retire the large printer.
Streaming video of board meetings	2007	Employee meetings and Board meetings on internal website as experiment; researching outside service for live and recorded streaming from our public website.
Install employee notification program	2007	Completed 11/07
E-mail encryption (Zix)	2007	Enabled 12/27/07
Replace 50 phones in SS	2008	Completed 01/08
Govt. Center 3 <sup>rd</sup> floor wiring project	2007/2008	Completed 05/08
Internal website converted and redesigned	2008	Completed 01/08
Enable remote access for employees	2008	Have remote access for ESS, e-mail, and internal website. Need further testing and policies before opening up for remote access to employee workstations.
New payroll system	2008	Went live 01/24/08; working out final bugs and researching new options
Install enhanced network security	2008	Upgrades and additions to virus/spyware/worm/spam tools; intrusion detection system; network access control
Enable wireless access throughout main campus	2008	Govt. Center and PHS done; eventually all buildings on main campus
Install SAN in LEC	2008	Installed and replicating with other SAN in Govt. Center
Replace 30 PCs in SS	2008	Completed 02/08
Off-site e-mail storage	2008	Need policy change

<b>Project</b>	<b>Estimated Completion Date</b>	<b>Current Status/Comments</b>
Set up FTP site for GIS	2008	Completed 03/08
Migrate CIS to new server	2008	Completed 06/08
Configure new IT room	2008	Set for multi-use: training, videoconferencing, state auditors, storage, and PC prep/IT storage
Install Blackberry server	2008	Installed 09/08
Install new i-Series mainframe	2008	Replaced current system with new one Oct. 25
Install additional A/C unit in IT server room	2008	Installed 9/22
Configure Internet Access for Special Needs	2008	Configured access via Charter for Internet access for testing and some specific contractor needs
Hire PC Support Specialist	2008	Terry Hayunga started 08-05-08
Replace Tape Backup System	2008	Replaced current system with faster, higher capacity system Nov. 11
Migrate most of our servers to VM	2009	20 + VM servers now running on three physical servers
Reassigning server roles to a newer server mix	2009	Moved Active Directory, printers, DHCP, WINS to more stable environments
Replace 27 PCs in SS	2009	Completed in March
Mobile Data Project	2009	In production Oct. 21. Installed and tested more than 60 laptops.
Deploy Office 2007	2009	Most PCs converted
Replace Server 2003 with Server 2008	2009	Gradually upgrading; all new VM servers are 2008
Set up new secure GIS web service	2009	Secure way for GIS to share maps with other GIS groups
Move outsourced online GIS mapping website in-house	2009	Completed 12/09
Install additional firewall	2009	Separates network access for security purposes. Completed 07/09.
Migrated all cell phones to Verizon from Alltel	2009	Completed in Oct.
Develop and test remote access solutions	2009	Telecommuting group setting parameters for test group
Increase Internet access speed	2009	Replace T1s with fiber; speed increase from 3 – 10 Mb/sec. – completed 06/09
Upgrade SANs	2009	Increase the storage capacity of our SANs – completed 06/09

<b>Project</b>	<b>Estimated Completion Date</b>	<b>Current Status/Comments</b>
Staff member certified in computer forensics	2009	Tris Matthews has been trained and is certified to search for evidence on computers that are part of investigations
Network upgrade to meet BCA/FBI 2010 requirements	2009-2010	Much of this has been completed as part of the Mobile Data Project but there will be ongoing modifications
Configure E-charging	2010	Completed 04/10
Upgrade phone system switch to support IP phones	2010	Completed 03/10
Replace phones in Courts with IP phones	2010	Finished 9/10
Install new version of Exchange in VM	2010	Completed 02/10
Added GIS History site	2010	Provides info to public on historical locations in county
Expanded Assessor data on public website	2010	Assessors now using Vanguard; waiting for direction on posting on public website
Implement telecommuting program for SS	2010	Implemented 07/10
Network scanning project	2010	Part of network scanning project completed and working
Replace data backup system with more resilient system	2010	Installed 02/10
Implement new badging system with OEM	2012	New system purchased and getting installed; badging policy being reviewed by LMC
Perform network security audit	2010-2011	Completed; reviewing and determining action
Fiber connection between Public Works and main campus	2011	Completed 04-07-11; server moved here and virtualized
Replace phones in Govt Center with IP phones	2011	Completed; transferring analog lines to main switch to allow retirement of small switch in Gov. Center
Replace phones in Public Works with IP phones	2011	Completed in April
Connect WIC at Colvill to fiber	2011	Completed in April
Implement e-DUI program	2011	Waiting for CIS and agencies
Implement e-Ticketing program	2011	Installed and being used

<b>Project</b>	<b>Estimated Completion Date</b>	<b>Current Status/Comments</b>
Provide secure FTP program that multiple depts. can use to send large files	2011	JSCAPE configured and in use by GIS, Survey, Attorneys, and Public Works
Update Data backup system; collaborate with Schools	2011	Installed in Nov.
Install new IBM system	2011	Installed in Nov.
Install Mirth device (part of Beacon Grant with PHS)	2011-2012	Installed and ready for collaborative group to start using it
Install redundant network switches in LEC and Govt. Center	2012	Completed in March
VM Upgrade	2012	Completed in Feb.
SAN Upgrade Project – will collaborate with schools	2012	Installed in May
GIS system upgrade and work with Dodge County GIS	2012	Will increase GIS capabilities and help Dodge County; project started; goal is to complete by YE
OET Internet higher bandwidth	2012	Completed in July
BCA audit of CJIS network	2012	Completed in March
Install new e-mail archiver	2012	Replaced faulty product with more resilient system 4/12
Install firewalls at out-county shops	2012	Cannon Falls, Zumbrota, Pine Island, recycling center; completed
Attorneys program upgrade to MCAPS4	2012	Completed
Develop computer purchasing guidelines	2012	Sent out to depts. with 2013 budgeting info
Deploy help desk environment	2012	Completed; provide means of tracking help requests and inventory of computers
Purchase Microsoft EA	2012	Purchased 3-yr agreement 10-4-12
Virtual Desktop Project	2013	Researching
New door control and security camera system	2013	Researching options with maintenance to create campus-wide door access and surveillance program
Fiber JPA with Dakota County	2012-2013	Waiting for JPA draft from Dakota County
Help set up 900Mhz tower monitoring system	2012-2013	Completed
Replace phones in HHS with IP phones	2012-2013	Phones installed March 2013

<b>Project</b>	<b>Estimated Completion Date</b>	<b>Current Status/Comments</b>
Update Court Services CSTS Program	2013	Installed in June
Install resilient switch in Govt. Center	2013	Completed 4-6-13
Migrate to Exchange 2010	2013	Completed 4-19-13
Install Long-term Data Archiving System	2013	Installed
Install 2X for Remote Access by Depts.	2013	Installed 4-4-13. Will be used by GIS, Assessors, HHS, and others
Upgrade Citrix for MDT users	2013	Installed in July
Virtualize CIS	2013	Completed in March
CMS website	2013-2014	Project started and ongoing; released in May
Encrypting laptops	2013	All new laptops now secured with BitLocker (part of MS EA)
Migrate main data store to better environment	2013-2014	Create new data store environment on new SANs using VM servers
Increase SAN speed and storage	2013	Reconfigured and added high-speed disks to SAN environment to improve CIS and e-mail.
Update network and install IP phones in Justice Center	2013	Completed Oct. 2013
Payroll/electronic timesheets	2013-2014	HR going with outsourced solution so IT not involved anymore
Install Chromebooks for Board	2013	Completed
Install new videoconferencing equipment in IT Conf. Room	2013	Completed in Dec.
Set up Soil & Water on county EA and install new PCs and server	2014	Completed in May.
Update network and install IP phones in LEC	2014	Network equipment getting installed; IP phones will wait for new phone system in 2016-2017
Review phone system environment	2014	Consultant report done; plan devised for migration path
Migrate XP computers to Windows 7	2014	Completed
Install new MDTs and upgrade some older ones to Windows 7	2014	Completed but more in 2015

<b>Project</b>	<b>Estimated Completion Date</b>	<b>Current Status/Comments</b>
Install new Zix appliance	2014	Completed in July
Computer recycling service	2014	Using PCs for People for rebuildable PCs and Proact for unrepairable computer equipment
Implement IRS computer use rules for HHS	2014	Completed for target group.
Upgrade & expand wireless	2014-2015	Completed entire campus except for filling in some dead spots
Install new VM servers for RSA	2015	Completed in Jan.
Migrate to new extranet	2015	Completed in July
Install network for HHS at St. Joe's	2015	Completed in Jan.
Install fax server	2015	Completed in 03/15; adding users
Consolidate and migrate phone lines to CenturyLink service	2015	Completed in Aug.
Server room assessment	2015	Completed
Set up CSTS remote app	2015	Completed in March and documented for the CSTS User Group
Rebuilt and donated 12 laptops to Red Wing Ignite for its youth coding program	2015	Completed Dec.
Install additional VM host	2015	Completed in May; now have four
Install new version of Exchange	2015	Installed in Sept.
Install new core switches	2015	Completed Oct. 12
Configure Immunization Registration Program	2015	Completed and used in Nov.-Dec.
Improve IT office area	2016	Removed wall, fixed carpet; waiting for new table and lighting work
New phone system project	2016	Installation completed
Replace one VM host	2016	Completed
Install network switches in Citizens Building	2016	Completed
Move HHS IT equipment to Citizens Building	2016	Completed March 11
Secure Public Terminals	2016	Completed
Develop new pool car reservation program	2016	Complete and in production; some enhancements planned

<b>Project</b>	<b>Estimated Completion Date</b>	<b>Current Status/Comments</b>
Updates to OEM	2016	Updated network setup, phones, smartboards, and laptops
Maintenance shop upgrades - 4-digit dialing, new computers, wireless, security cameras	2016	completed
New public wireless network	2016	Replaces oversubscribed public wireless network
Upgrade server rooms	2016-2018	Govt. Center (2016-17), LEC (x2) (2018)
Replace two VM servers	2017	Two now
Upgrade e-mail archiver	2017	Ordered and will install soon
Network security assessment	2017	In 2017 capital plan
Replace SAN	2017	Installed and in production
Mobile Device Mgt. solution	2017-2018	Need to better control county mobile devices