



## COMMITTEE MEETING MINUTES

### WRIGHT COUNTY TECHNOLOGY COMMITTEE

Wednesday, April 28<sup>th</sup>, 2021

Christine Husom	District 1
Darek Vetsch	District 2
Mark Daleiden	District 3
Mary Wetter	District 4
Mike Kaczmarek	District 5

DATE APPROVED: [DATE]

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**Members Present:** Commissioner Mark Daleiden, Commissioner Darek Vetsch, Lee Kelly, Susan Vergin, Matthew Fomby, Mark Kellogg, Pat Spaude, Jami Goodrum Schwartz, Mike MacMillan, Virgil Hawkins, Todd Hoffman, Greg Pickard, Lindsey Meyer, Elizabeth Karels, Bob Hiivala

**Members Absent:**

**Others Present:** Becki Murphy, Michael Jancila, Heather Lemieux, Christine Partlow, James O'Dell, Andrea Benedict, ConnieMae Cooper, Heidi Staunton, Jeremy Kringle, Jen Rasset

THESE MINUTES ARE IN DRAFT FORMAT AND REQUIRE APPROVAL BY THE COUNTY BOARD

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#### I. Project Updates

Andrea Benedict, IT O365 Architect, updated on the CAMA project. The County has had high level meetings with CAMA vendor Tyler Technologies. They have agreed to push for a mid-November launch so that the project could be completed before the move to the new building. Benedict also stated that IT is taking care of infrastructure related items for the project, the Assessors Office has likewise been working on their processes in the sandbox environment. A question remains of the access for the local assessors, Tony Rasmuson, County Assessor, had requested to review this topic with county Administrator Lee Kelly and County Board Chair Mark Daleiden. Daleiden questioned if VPN could be used for access which Benedict replied no. In summary the CAMA project will affect over 20,000 parcels within the County, the impact being large.

The Administration Event Scheduler was covered by Rebecca Murphy, IT. The Health & Human Services (HHS) portion of this is moving forward with the goal to have final quotes submitted by the end of May for approvals and signoffs, with June being implementation.

The Health & Human Services (HHS) Contact Management Center, previously referred to as Call Center, was updated by Murphy. The project went well and is in closing process. Jami Goodrum Schwartz, HHS Director, stated that the platform has changed the way HHS staff interact with the public. It has reduced voicemail usage and increased responses to live calls at a higher level. Blind transfers have decreased and moved to consult calls. The platform is really a game changer for HHS, it has been a philosophical change to answer calls as they come in and not let them go to voicemail. The platform has calls answered through an application on staff members computers, due to this change many HHS staff no longer need a physical phone at their desk. Jim O'Dell, HHS, stated that the staff members can answer their phone anywhere they have their computer. O'Dell stated that the desk phones that are being removed will be reused throughout the County or recycled. Goodrum Schwartz also stated that the Integrated Services Team has really capitalized on the platform by being able to meet client needs at a higher rate. O'Dell stated that a lessons learned will be passed to IT as the project is closing up.

The New Government Center Technology was reviewed by IT Manager Mark Kellogg. CISCO equipment was ordered and is being received. Staff are working through design, cell boosters, and sound masking. Discussion was had that currently, cell coverage seems to be much better than it was at the Justice Center per Facilities Services

Director Alan Wilczek. Commissioner Vetsch questioned the overview of new technology for the Board Room and for Conference Rooms in general. He expressed hope that IT could create a tiered approach to conference room technology as needs will vary throughout the building. He stated that this process would allow options to be shown in a way to allow staff to not undershoot technology needs, without seeing the options they would perhaps miss something they didn't know about. Christine Partlow, HHS Business Manager, stated that HHS was not provided with conference room guides. Kellogg responded that Frank Petitta, IT Audio Visual Technician, has been meeting with departments to review conference room technology needs. Commissioner Daleiden agreed with Commissioner Vetsch that options should be clearly shown. Court Services Director Mike MacMillan advised departments to work with Petitta early as his knowledge and input was invaluable. Todd Hoffman, Sheriff's Office, stated that webcams were missed in the new Sheriff's Training Center; they are adding them in now. Hoffman advised to include webcams in rooms for the New GC especially in light of the current work environments. Committee members present agreed that having a tiered process added to Petitta's discussions would aid departments in deciding upon their conference room technology needs. Direction was given for the tiers to be developed.

The Enterprise Resource Planning Project (ERP) was reviewed by Lee Kelly, County Administrator. The ERP continues to move forward with testing, process development, and discussion. The June 1<sup>st</sup> release date may have to be moved back. The May release date for Payroll appears on track. ERP continues to be a process involving staff from across the County.

The Website Redesign project was reviewed by Matthew Fomby, IT Director, stating that the update will provide basic visual and compliance updates including fonts, ADA compliance, etc. Links and other items will all remain the same. Fomby summarized that an inquiry was sent to gauge departments appetite for participation, replies received were some wanted to be involved and others did not have resources. Sue Vergin, Assistant County Commissioner, stated that if any departments want to be involved, they are more than welcome too. Commissioner Vetsch inquired if the new update would provide for a mobile friendly platform, Fomby replied yes they will ensure to address that. Commissioner Daleiden wondered if search functionality could be improved, Fomby noted that they will look into it, with Vergin reminding of the benefit of the tagging feature. Fomby advised departments that want to be involved in the redesign to reach out to his department.

**RECOMMENDATION: Task Frank Petitta, IT Audio Visual Technician, with creating a tiered technology approach for the New Government Center Conference Rooms.**

## II. Solution Architect Updates

Andrea Benedict, O365 Architect, informed the Committee that the TEAMS application will soon rollout some additional features and capabilities with groups, channels, and tabs. Benedict advised that IT would be utilizing an inventory of the groups created to manage the groups created as there is inevitably staff movement. The Windows 10 desktops are currently being enrolled into the InTune platform to provide additional data security. The O365 Steering Committee, comprised of operational and technical staff, will meet on May 5<sup>th</sup>. These items are all being enacted as part of currently owned assets.

ConnieMae Cooper, ECM (Enterprise Content Management) Architect updated the committee on various projects within the County. A lot has been happening with OnBase automation throughout the County. Various departments have in progress projects and initiatives, Court Services, Surveyor, Administration, HHS, Sheriff's

Office. The recent Sheriff's Office project utilized an already owned OnBase module (at no additional cost) instead of purchasing a separate application for \$23,000. Cooper continues to find OnBase opportunities for efficiency throughout the County.

**RECOMMENDATION: Informational Only**

**III. New Project Requests**

No new project requests.

**RECOMMENDATION: Not applicable**

**IV. 2021 Project Portfolio Summary**

Rebecca Murphy reviewed the Project Summary with the Committee focusing on a few items. The Strategic projects included several that were already touched on during the meeting as well as the completion of GIS and progress on the Attorney's MNCIS project. Discretionary projects seen work on the Planning & Zoning City View platform, as well as Qmatic and Key Management for the Justice Center. The Administration Fleet Management Policy project was canceled in its current state and will be resubmitted reflecting more up to date needs. Tech Compliance projects are seeing work on the SSA, System Security Authorization, platform, as well as SQL work. Staff continue to make progress on projects.

**RECOMMENDATION: Informational Only**

**V. CIP Technology Planning**

The 2022 – 2026 Draft CIP is being worked on by Sue Vergin, it was requested that preliminary numbers be submitted early for preparation. Vergin noted that changes can be made throughout the 2022 Budget Cycle. Matthew Fomby requested that departments inform IT about any planned projects so that accompanying technological needs can be planned and budgeted for.

**RECOMMENDATION: Informational Only**

**VI. 2021 First Quarter IT Portfolio Summary**

Rebecca Murphy, IT, reported on the current state of IT projects. 90% of IT staff time has been spent on ERP, O365 Sheriff RMS platform research, HHS Contact Center, and the New GC. As touched on earlier CAMA is a number 2 priority for the County as such staff time will increase on that project in Quarter 2. Closed Projects for Quarter 1 include AS400, the Justice Center, the Sheriff Training Center, and the Backup Dispatch Center, OnBase cleanup for Court Services, and the Parks Reservation System. Second Quarter is projected to see closure for SharePoint

Upgrade, HHS Contact Center, CityView, GIS, Key Management for the Justice Center, and SQL work. 86% of planned staff time will go to support strategic projects. Several of the existing projects are in a state of flux, as they are being planned out or waiting decisions. Planning continues to allow the IT team to make consistent progress on projects.

**RECOMMENDATION: Informational Only**

Respectfully submitted,

Jennifer Rasset

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