



FINANCE COMMITTEE
Minutes – September 23, 2021

Call to Order. Chair Mawhinney called the meeting of the Finance Committee to order at 5:00 P.M. on Thursday, September 23, 2021 in Conference Room N1 and N2, 5th floor, Courthouse East, 51 S. Main St., Janesville, WI.

Committee Members Present. Supervisors Mawhinney, Aegerter, Fox, Rich Bostwick and Davis.

Committee Members Excused: None.

Staff Members Present. Josh Smith, County Administrator; Lisa Tollefson, County Clerk; Sarah Holford, Business Manager; Richard Greenlee, Corporation Counsel; Randy Terronez, Assistant to the Administrator; Bridget Laurent, Deputy Corporation Counsel; and James Sandvig, IT Director.

Others Present: None.

Approval of Agenda. Supervisor Bostwick moved the agenda as presented, second by Supervisor Davis. ADOPTED.

Citizen Participation, Communications and Announcements. None.

Transfers and Appropriations. None.

Resolutions and Committee Endorsements.

Purchase of Rock County Transit Vehicles and Amending the 2021 Council on Aging Budget

“NOW, THEREFORE, BE IT RESOLVED that the Rock County Board of Supervisors duly assembled this _____ day of _____, 2021 does approve that a Purchase Order be issued to in the amount of \$84,182.

BE IT FURTHER RESOLVED that the 2021 budgeted fund sources for this purchase be amended as follows:

...”

Supervisor Davis moved approval of the above resolution, second by Supervisor Aegerter. ADOPTED.

Update, Discussion and Possible Action.

Request to purchase Storm Winds Studios

Supervisor Fox moved approval of the above, second by Supervisor Davis. Jim Sandvig explained that this is an educational website that IT subscribes to that provides courses on networking and service support. This is a bi-annual renewal. ADOPTED.

IT Operational Update and 2022 Budget Request

Jim Sandvig presented a PowerPoint summarizing their 2022 budget requests (attached). Jim touched on staff structure changes. He also mentioned how important cybersecurity is to IT and how they intend to make sure Rock County is cyber secure.

Adjournment. Supervisor Bostwick moved adjournment at 5:39 P.M., second by Supervisor Aegerter. ADOPTED.

Respectfully submitted,

Haley Hoffman
Office Coordinator

NOT OFFICIAL UNTIL APPROVED BY COMMITTEE.

Rock-IT 2022 Budget Proposal

**James S. Sandvig, PhD,
PMP**

Fostering collaborative relationships with our Rock County partners to provide innovative technology services and solutions in support of Rock County Operations

Rock-IT
Support - Service



Mission and Vision

- **Our Mission**

- Rock-IT develops innovative IT Services, IT Infrastructure, and IT Data Solutions for the data processing, hosting and management needs of our Rock County partners

- **Our Vision**

- We foster collaborative relationships with our Rock County partners to provide innovative technology services and solutions in support of Rock County operations

Guiding Principles

- **Culture of Respect**
 - We cultivate an empathetic caring environment with honest communication that is respectful of others
- **Commitment to Excellence**
 - We are accessible, reliable, creative, and accountable for our actions through personal responsibility, integrity, and thoughtful resource stewardship
- **Customer Focused**
 - We meet our customers' needs through engaged listening with an innovative focus to design and deliver shared, scalable, flexible IT services that enable our partners to innovate

Guiding Principles

- **Empowerment**

- We encourage our staff to take initiative with our partners in a supportive and collaborative environment.

- **Continuous Improvement**

- We strive to review our strengths and weaknesses in an attempt to identify opportunities.

- **Security Focused**

- We acknowledge our role as stewards of data, applying industry best practices, appropriate controls, and resources.

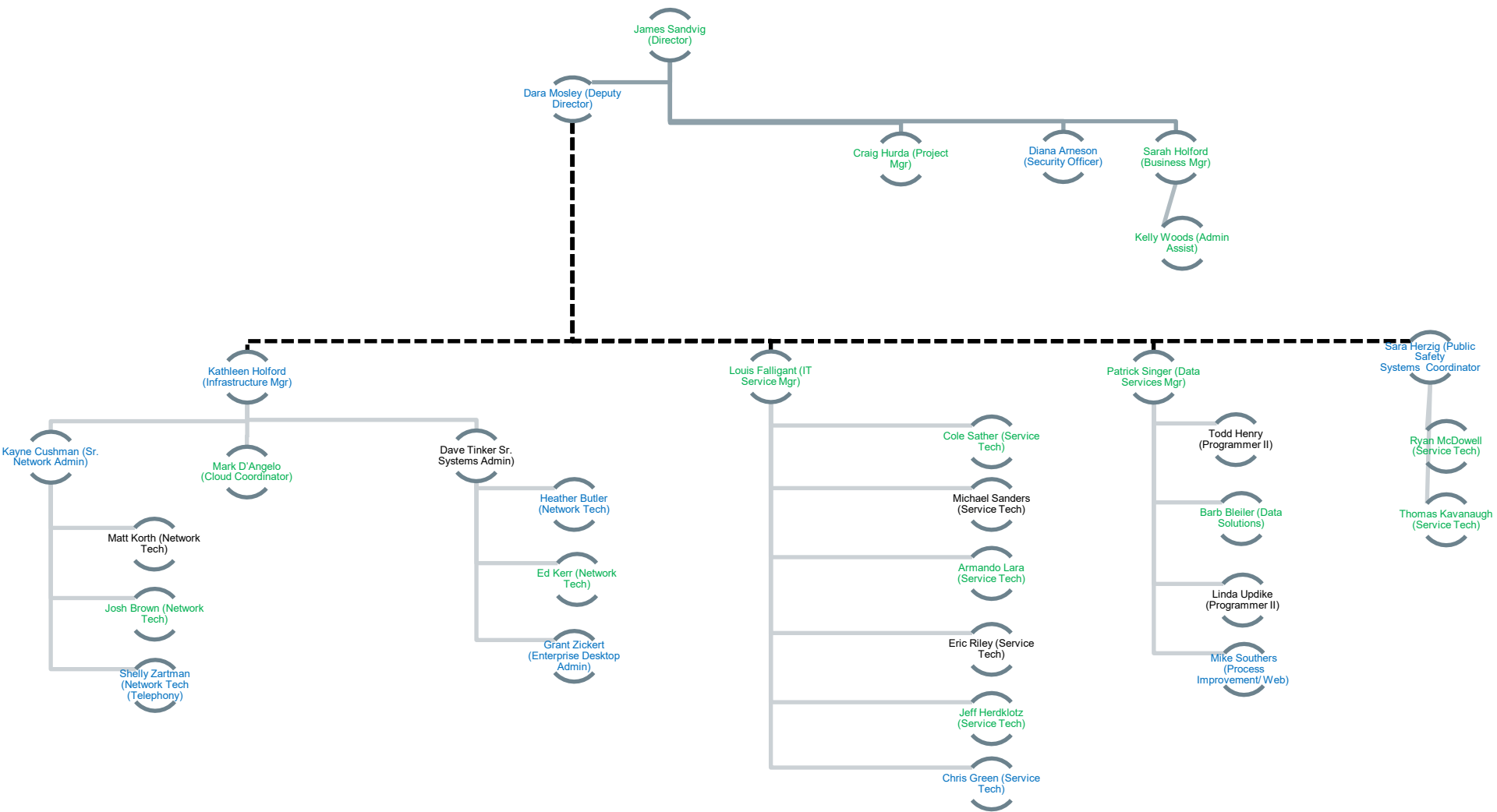
Guiding Principles

- **Life & Work Balance**

- We take pride in our actions and find reward in both our personal and professional lives

- **Professional Growth**

- We foster an environment of continuous learning



Rock-IT Focus Areas for FY 22

- Finalizing and solidifying the department **Re-organization** started in 2019
- Bolstering **Cyber-Security** measures to protect our users and data we store
- **Consolidation and Automation** of IT processes through the movement of systems to Cloud-based and off-premise solutions
- Prioritizing **Disaster Recovery** and the Continuity of Operations through succession planning and documentation of established processes
- **Supporting a Mobile Workforce** to enable our staff to work efficiently on reliable systems and equipment

Budget Breakdown by Cost Allocation

EMPLOYEE BENEFITS & PAY

Salaries
OT Wages
Social Security
Retirement Insurance

SOFTWARE PURCHASE & MAINTENANCE

Software Purchase
Software Maintenance

HARDWARE PURCHASE & MAINTENANCE

Terminals & PC
Computer Equipment R&M
CW Equipment Refresh
Computer Supplies
Computer Hardware

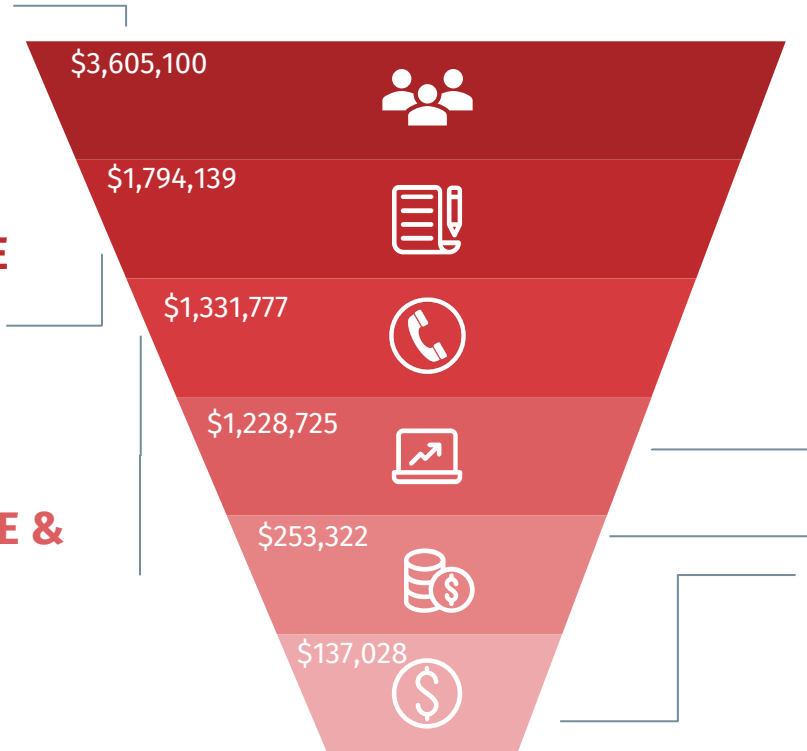
CONTRACTED SERVICES

Service Contracts
R&M Contracts

TELEPHONE

TRAINING & TRAVEL

Training
Travel



Current Situation

- Executing massive change during pandemic has been challenging
- Since March of 2020, Rock-IT has seen, on average, a 180% increase in service volume coming into the department
- To ensure that Rock-IT is adequately staffed to support the post-pandemic world we need to add capacity to the department; We are asking for 2 FTE's
 - One to fully support HSD and it's highly mobile workforce, since HSD represents over 50% of Rock-IT service volume.
 - The second is to directly support Public Safety (PS). PS technology requirements continue to grow (I.e. body cameras, New Sheriffs bldg and etc.).
- The Sheriff has asked Rock-IT to be more proactive in identifying New technologies that will help PS operational efficiency

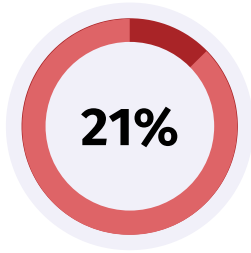
Current Situation

- Two FTEs will not fully address the 180% service volume increase
- Not known if increased volume will abate post pandemic
- Original 2019 staffing model based on pre-pandemic industry best practices
- Post pandemic environment more intensive, but how intensive is unknown
- As a temporary measure to meet service volume, Rock-IT is asking for two service technician FTE contractors for FY 22
- Rock-IT will use contractors to increase capacity; fulfill service requests in a more timely fashion
- Will give Rock-IT time to assess the post-pandemic environment to see if the increased service volume is permanent
- Finally, solicitation of contractors to alleviate OT & promote a work life balance, which is one of Rock-IT's Guiding Principles

Current Situation

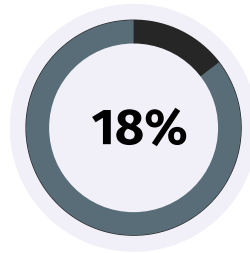
- Rock-IT is asking for a Microsoft Certified Systems Engineer (MCSE)
- Rock-IT staff does not have deep Microsoft expertise
- There is a need for Rock-IT to consolidate various efforts to a Microsoft platform for efficiency and cost reasons
- The planning/coordination to move to New Building is a demanding process that requires high level planning and coordination
- MCSE will help Rock-IT plan and engineer the plethora of Microsoft consolidation efforts that are needed across the County
- Help w/ engineering max MS Team, SharePoint, One Drive, Active Directory, Exchange Online, MS security, Group Policies, DHCP, DNS, File Rights
- Assist with move to Microsoft Azure Cloud Solution

Overarching Rock-IT Budget Themes



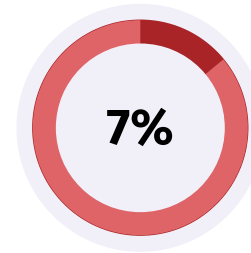
SECURITY

Protecting our users, network, and data on a proactive basis.



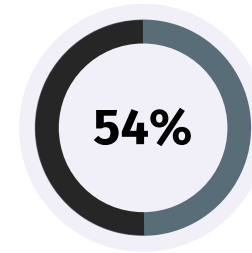
DISASTER RECOVERY

Provides the tools and infrastructure in the event of a disaster that causes IT downtime



AUTOMATION & CONSOLIDATION

Movement of systems to Cloud-based and off-premise solutions



MOBILE WORKFORCE

Enable our staff to work efficiently on reliable systems and equipment



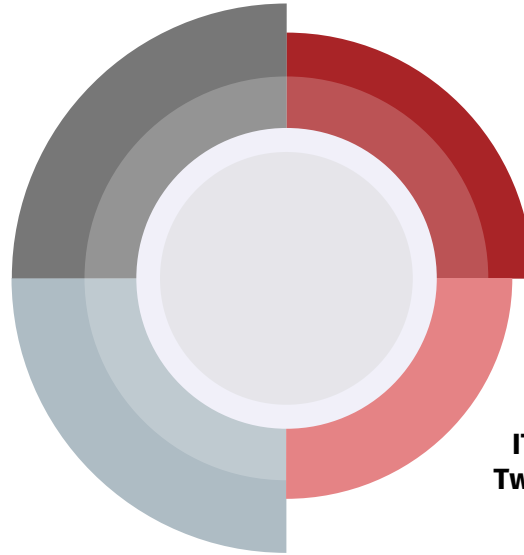
Bolstering Information Technology Security Measures

Consultant Assisted

- Data Center Relocation (20K) (C) (New)**
- Network Health Assessment (18K) (C)**
- Security Remediation (10K) (C) (New)**
- Quarterly Server Review (10.75K) (C)
- Server Support (10K) (O)
- Citrix move to VLAN (4.19K) (C) (New)**

Operational Expense

- Bomgar (12K) (O) + **(22.58K) (C) (New)**
- LastPass (1.08K) (O)
- Password Manager (4K) (O)
- Netwrix (13.64K) (O)
- Secure Code Review (15K) (O) (New)
- SiteImprove (2K) (O)



Network Targeted

- Cisco TACACS+ (11.8K) (O) (New)
- Splunk SIEM Solution (71K) (O) (New)
- Symantec (3.75K) (O)

User Targeted

- IT Closet & PBX Entry Logging (63.55K) (C)**
- Two Factor Authentication (108K) (C) (New)**



Disaster Recovery as a Service as an Additional Security Measure



STEP 1 - PLAN

Disaster Recovery Plan (55K) (C) (New)



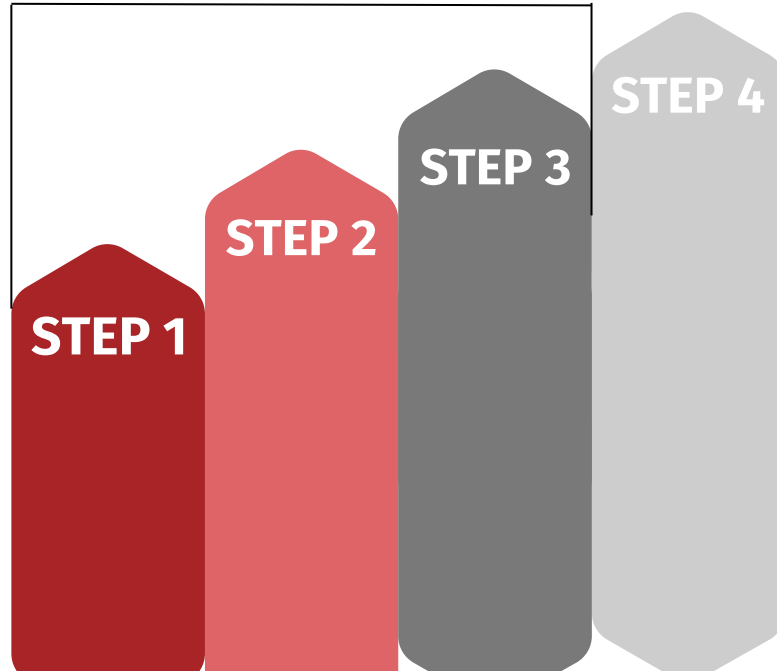
STEP 2 - CAPACITY

Veeam Consulting (15K) (C)
ArcServe (83.48K) (O)
Data Archive Drives (16.64K) (O)
Servers for Replacement (50K) (O)
Cisco Hyper-Flex B (165K) (C) New



STEP 3 - BACKUP

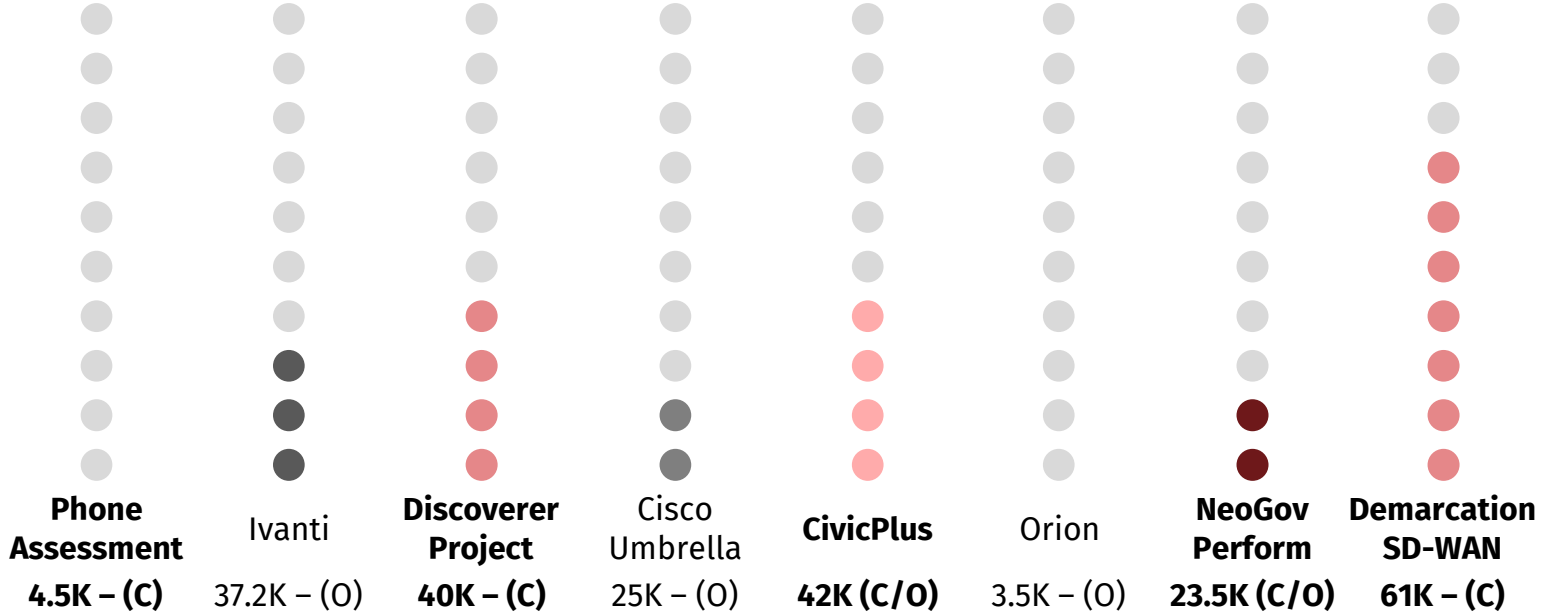
Veeam Backup & Replication (58K) (O) (New)
Razorsafe Email Archiving (14.5K) (O)
Smarsh Text Archiving (61K) (O)



STEP 4 - MAINTAIN



Consolidation and Automation of Standard Processes



“By focusing on consolidation and automation of IT Processes, we can focus on removing unnecessary steps and minimizing the potential for human error. As a result, the Rock-IT Team can increase our capability to develop innovative IT Services, IT Infrastructure and IT Data Solutions for the data processing, hosting and management needs of our Rock County Partners.”



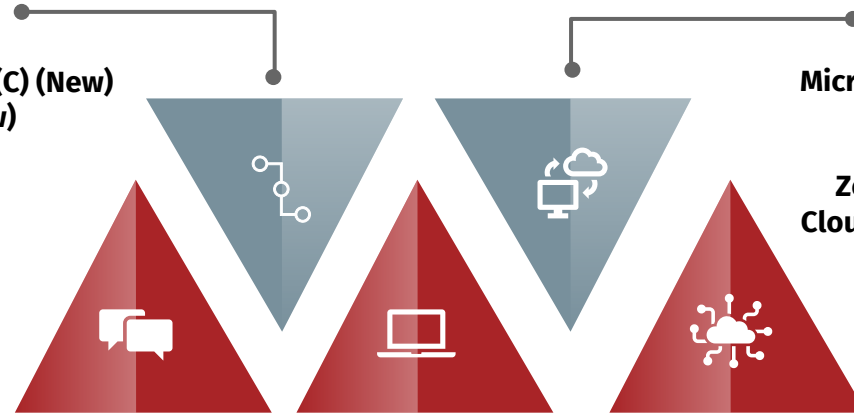
Supporting a Mobile Workforce in a Post-Pandemic Environment

CONNECTIVITY

Wireless Access Points (89K) (C) (New)
CIP: WiFi Survey (75K) (C) (New)
MaaS 360 (75K) (O)

CLOUD MIGRATION

Microsoft Cloud Migration (75K) (C) (New)
Azure Cloud Management (5K) (O)
M365 MS EA (455.9K) (O)
Zero → Azure Landing (100K) (C) (New)
Cloud → Azure Migration (135K) (C) (New)



HYBRID MEETINGS

Video Conferencing Equipment (500K) (C)
Zoom Maintenance (23K) (O)

WORKSPACE MOBILITY

CW Equipment Refresh (390.7K) (C/O)

REMOTE MANAGEMENT

Citrix XenDesktop (62.5K) (O)
CivicPlus (42K) (O)



Rock-IT Projects

	Total	2020	2021
Completed Projects	34	26	8
Active Projects	20	N/A	20
Remaining Projects	25	N/A	25