ROCK COUNTY INFORMATION TECHNOLOGY(ROCK-IT) DEPARTMENT

JAMES S. SANDVIG
IT DIRECTOR

PURPOSE & AGENDA

Baker Tilly Audit Overview

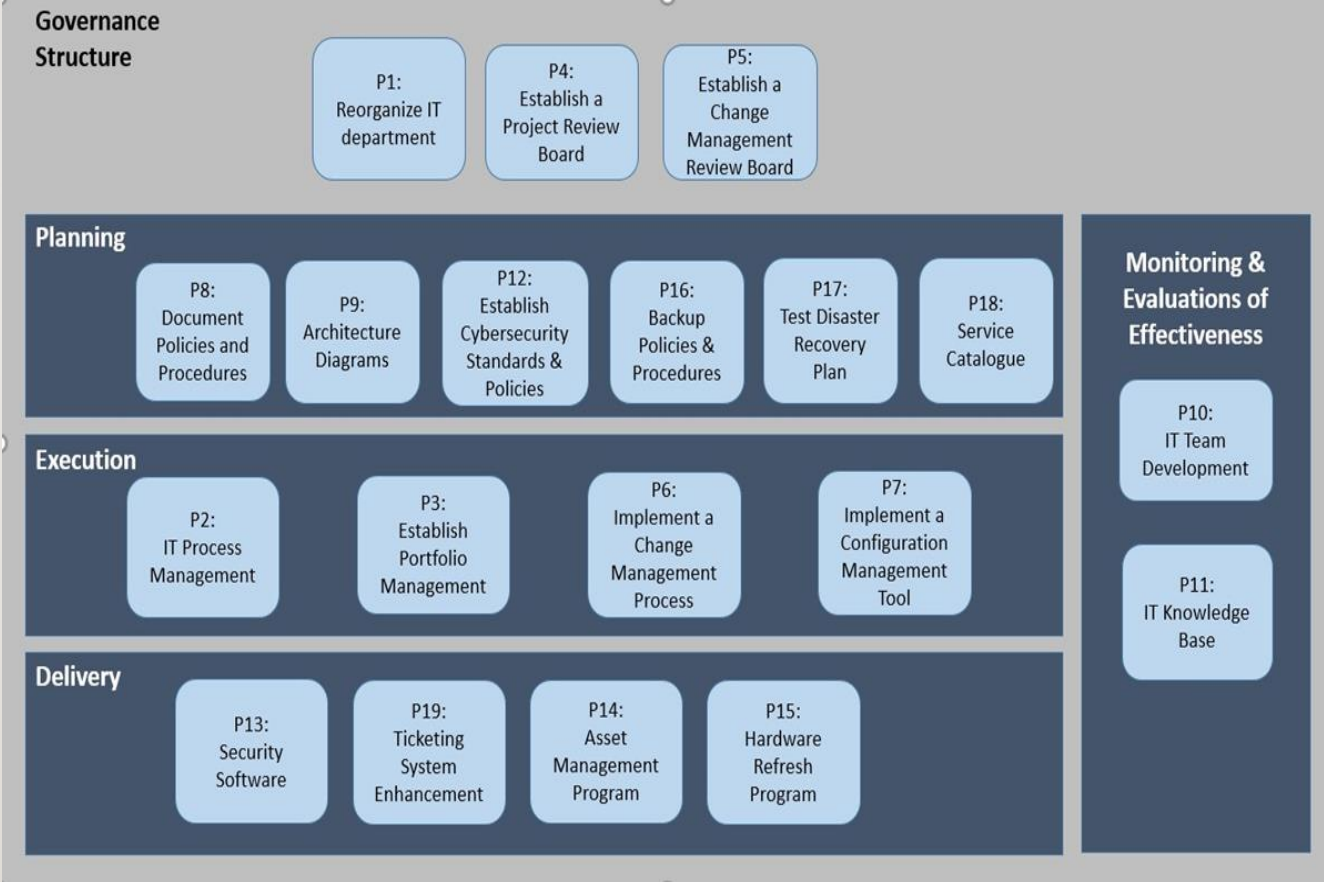Rock-IT Priorities

Rock-IT Reorganization

Strategic Plan

Cybersecurity Assessment

Budget

Rock-IT Staff

ROCK-IT PRIORITIES

1. Reorganize Rock-IT - reorganize the current structure for increased cyber security, improved customer service and better efficiency

2. Focus on culture and implement IT internal/external Governance Framework

3. Develop an IT Security Framework based on national standards and conduct audit

Hire Cyber Security Officer- Mrs. Diana Arneson

4. Develop a Project Management Framework- provide disciplined approach to projects

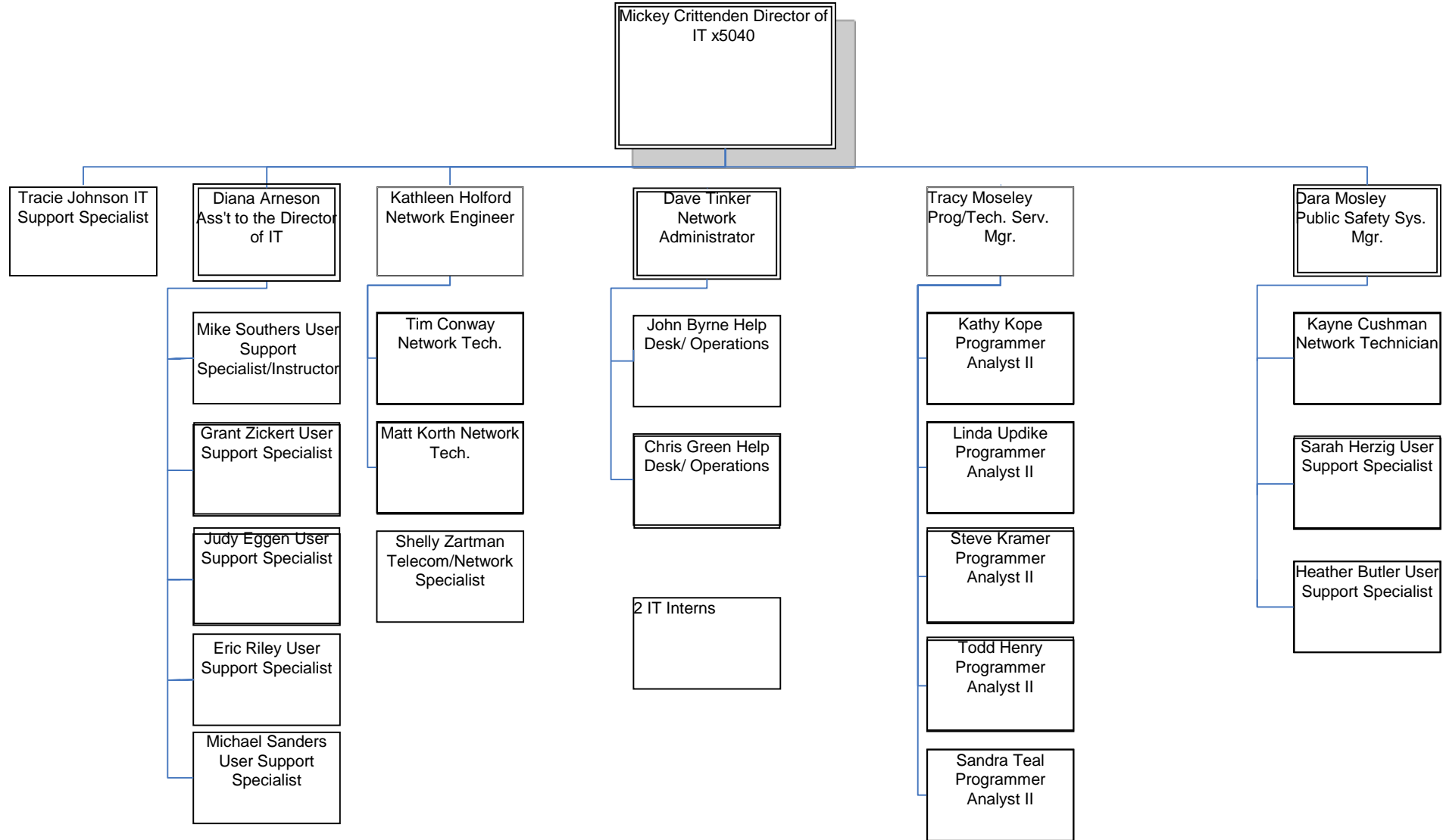Hire Project Manager- Mr. Craig Hurda

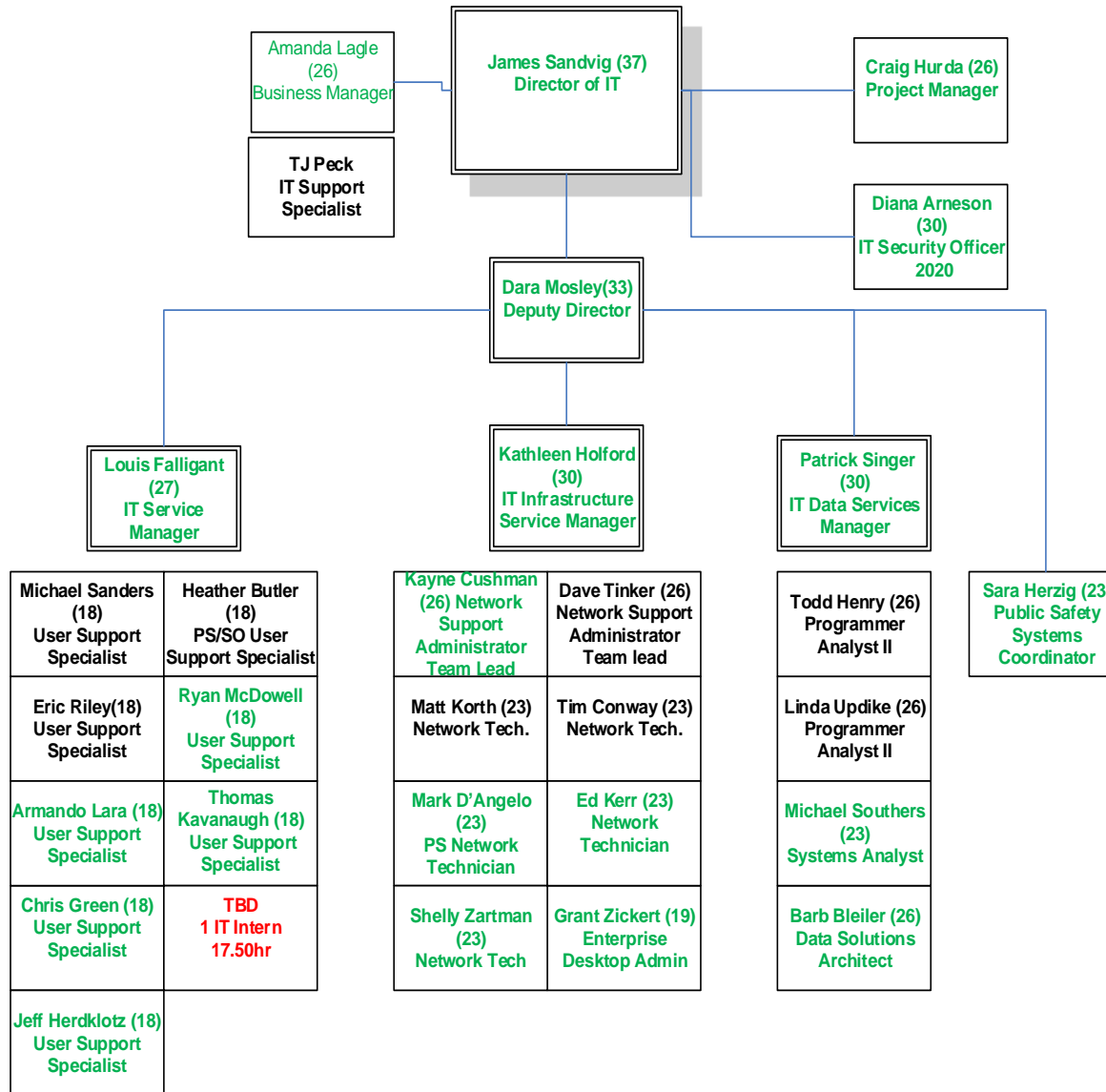5. Develop an IT Continuity of Operations Plan- ensure adequate disaster recovery plans

6. Develop and implement IT Service Management Framework- Improve customer service

Hire an IT Service Manager- Louis Falligant

Rock County Information Technology Department

Mickey Crittenden Director of IT x5040

- **Tracie Johnson IT Support Specialist**

- **Diana Arneson Ass't to the Director of IT**
  - Mike Southers User Support Specialist/Instructor
  - Grant Zickert User Support Specialist
  - Judy Eggen User Support Specialist
  - Eric Riley User Support Specialist
  - Michael Sanders User Support Specialist

- **Kathleen Holford Network Engineer**
  - Tim Conway Network Tech.
  - Matt Korth Network Tech.
  - Shelly Zartman Telecom/Network Specialist

- **Dave Tinker Network Administrator**
  - John Byrne Help Desk/ Operations
  - Chris Green Help Desk/ Operations
  - 2 IT Interns

- **Tracy Moseley Prog/Tech. Serv. Mgr.**
  - Kathy Kope Programmer Analyst II
  - Linda Updike Programmer Analyst II
  - Steve Kramer Programmer Analyst II
  - Todd Henry Programmer Analyst II
  - Sandra Teal Programmer Analyst II

- **Dara Mosley Public Safety Sys. Mgr.**
  - Kayne Cushman Network Technician
  - Sarah Herzig User Support Specialist
  - Heather Butler User Support Specialist

RockIT

James Sandvig (37)
Director of IT

Amanda Lagle (26)
Business Manager

TJ Peck
IT Support Specialist

Craig Hurda (26)
Project Manager

Diana Arneson (30)
IT Security Officer 2020

Dara Mosley(33)
Deputy Director

Louis Falligant (27)
IT Service Manager

Kathleen Holford (30)
IT Infrastructure Service Manager

Patrick Singer (30)
IT Data Services Manager

Sara Herzig (23)
Public Safety Systems Coordinator

Michael Sanders (18) User Support Specialist	**Heather Butler (18)** PS/SO User Support Specialist	**Kayne Cushman (26) Network Support Administrator Team Lead**	Dave Tinker (26) Network Support Administrator Team lead	**Todd Henry (26)** Programmer Analyst II	
Eric Riley(18) User Support Specialist	**Ryan McDowell (18) User Support Specialist**	**Matt Korth (23)** Network Tech.	Tim Conway (23) Network Tech.	Linda Updike (26) Programmer Analyst II	
Armando Lara (18) User Support Specialist	**Thomas Kavanaugh (18) User Support Specialist**	**Mark D'Angelo (23) PS Network Technician**	**Ed Kerr (23) Network Technician**	**Michael Southers (23) Systems Analyst**	
Chris Green (18) User Support Specialist	**TBD 1 IT Intern 17.50hr**	**Shelly Zartman (23) Network Tech**	**Grant Zickert (19) Enterprise Desktop Admin**	**Barb Bleiler (26) Data Solutions Architect**	
Jeff Herdklotz (18) User Support Specialist					

STRATEGIC PLAN

- Asked for new positions in 2020- IT Security Officer, Public Safety Systems Coordinator, Enterprise Desktop Administrator, Data Services Manager and Business Manager

- Planning the following IT Infrastructure improvements:
  - Cisco DNA Center/Platform- standardize all switches and other network infrastructure
  - DRaaS and BaaS solution- Disaster Recovery as a Solution and Backup as a Solution
  - Backup and SAN storage- 2/3 of current SAN solution has reached end of life
  - VMWare expansion- Secure, industry leading cloud and virtualization software
  - Payroll/HR system- NeoGov, convert to SaaS HR/Payroll system
  - PC refresh equals about 50% of our inventory
  - Security software

BAKER TILLY CYBER SECURITY ASSESSMENT

- Cyber Security Assessment finalized on 30 August 2019

- Based on a risk-based approach to ID cybersecurity risks

- On a scale of 0-5, Rock-IT cyber security assessment at 1.4

- Key findings:
  - Lack of awareness of assets and vulnerabilities
  - Unknown management of cybersecurity risk and prioritization of investments
  - Informal event monitoring
  - Undefined response and recovery processes
  - Limited security training and awareness of workforce
  - No third party risk management is in place (contracts)

BAKER TILLY CYBER SECURITY ASSESSMENT-REMEDIATION

- Hired a Cyber Security Officer in January 2020

- Implement 18 month cybersecurity program

- Begin employee cybersecurity awareness education

- Develop Continuity of Operation Plan (Disaster Recovery) project

- Conduct third-party vulnerability scan and selected penetration testing of our network and systems
  - Remediate high-risk findings (this summer)

UPCOMING BIG-ROCKS

- Project Management Office (PMO) implementation- Craig
- Ivanti Implementation- Incident/Service/Asset Management
- Focus on security-
  - Develop/publish Continuity of Operations Plan- disaster recovery plan
  - Vulnerability and penetration testing, review cyber-insurance policy
  - Education for County staff and IT department
- Rock-IT relocation- Hyper-flex solution, small Data Center Footprint, and movement to more Cloud based solutions
- Rock-IT technology/strategic road-maps (next 2-3 years)
- Improving public facing communication- agenda management, County Board voting, video streaming and external website
- Many projects over the course of 2020

BUDGET

Information Technology	2020 Budget	Expenses as of 05/09/2020	2020 Budget Remaining	% of Budget YTD
Revenue	6,198,004	3,157,307	(3,040,697)	50.90%
Expenses	8,284,372	3,723,660	4,560,712	44.95%
County Share(Tax levy)	(2,086,368)	(566,353)	(1,520,015)	27.15%

ROCK-IT STAFF

MEET THE TEAM HERE TO SUPPORT ROCK COUNTY!

James (Jim) Sandvig
IT Director

Dara Mosley
IT Deputy Director

Diana Arneson
Cyber Security Officer

Patrick Singer
Data Services Manager

Kathleen Holford
IT Infrastructure Manager

Louis Falligant
IT Service Manager

Craig Hurda
Project Management

Amanda Lagle
Business Manager

Kayne Cushman
Network Support Administrator

David Tinker
Network Support Administrator

Barb Bleiler
Data Solutions Architect

Todd Henry
Programmer Analyst II

Linda Updike
Programmer Analyst II

Sara Herzig
Public Safety Systems Coordinator

Mark D'Angelo
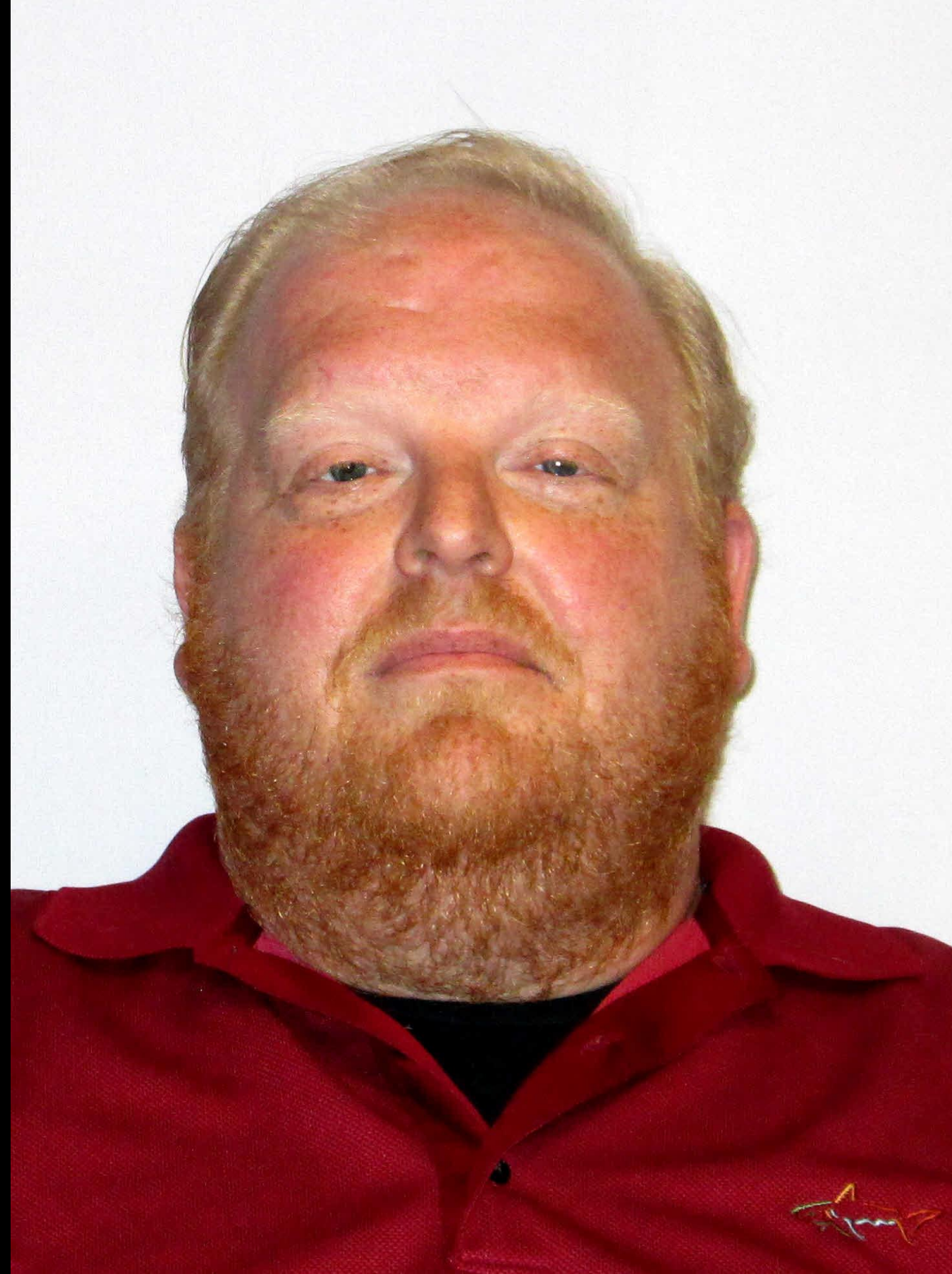Network Technician

Edward Kerr
Network Technician

Tim Conway
Network Technician

Matthew Korth
Network Technician

Michael Southers
Systems Analyst

Shelly Zartman
Network Technician

Grant Zickert

Enterprise Desktop
Administrator

Heather Butler
Public Safety User Support Specialist

Thomas Kavanaugh
User Support Specialist

Ryan McDowell
User Support Specialist

Jeff Herdklotz
User Support Specialist

Chris Green
User Support Specialist

Michael Sanders
User Support Specialist

Armando Lara
User Support Specialist

Eric Riley
User Support Specialist

Tracie (TJ) Johnson
IT Support Specialist

THANK YOU

QUESTIONS