

JOINT INFORMATION TECHNOLOGY AND FINANCE COMMITTEE MEETING MINUTES
SEPTEMBER 20, 2022

INFORMATION TECHNOLOGY COMMITTEE MEMBERS PRESENT: O'Brien, Griffith, Hicks, Fedler, Clary, Wilson, Nolan

INFORMATION TECHNOLOGY COMMITTEE MEMBERS ABSENT: None.

FINANCE COMMITTEE MEMBERS PRESENT: O'Brien, Hicks, Fedler, Skellie, Hogan, Clary, Rozell, Wilson, Griffith

FINANCE COMMITTEE MEMBERS ABSENT: Campbell, Haff

SUPERVISORS: Hall, Henke, Shaw

Debra Prehoda, Clerk of the Board

Roger Wickes, County Attorney

Al Nolette, County Treasurer

Melissa Fitch, County Administrator

AGENDA AS PRESENTED IN COMMITTEE NOTICE:

1. Call to Order
2. Accept Minutes – September 8, 2020
3. County Attorney
 - A. Cybersecurity Report
4. Information Technology
 - A. Projects Updates
 - B. Review 2021 Budget Request
- 5 Other Business
6. Adjournment

Chairmen O'Brien called the Information Technology Committee and Finance Committee to order at 10:01A.M.

A motion to accept the minutes of the August 31, 2022 Information Technology committee meeting was moved by Mr. Nolan, seconded by Mrs. Fedler and Mr. Griffith, and adopted.

COUNTY ATTORNEY: Roger Wickes, County Attorney, addressed the following items with the committee:

- Cybersecurity Report – handout attached. Email incidents and concerns are still out there and happening and everyone should stay aware. The Cyber Security Officer has been attending conferences and speaking engagements.
- Cybersecurity Month Proclamation – Proclamation will be issued recognizing October is Cybersecurity Month.

INFORMATION TECHNOLOGY: Teri McNall, CIO, addressed the following items with the committee:

- Projects Report - handout attached.
- Ticket Report – handout attached.
- 2023 Budget
 - A.1680 – Information Technology

Personal Services	773,078	
Benefits	257,386	
Equipment	801,701	
Contractual	1,270,855	
Total	3,103,020	

Revenue: \$111,036.00. Interdepartmental revenue of \$101,036 is a DSS chargeback for a shared employee and General Services Data Processing \$10,000. Expenses: Computer equipment totals \$801,701. The IT 5-Year Plan is factored into the 2023 budget request.

The Treasurer stated there is an IT reserve with \$272,000 and suggested that you could fund the reserve for life cycle replacements of equipment. The Treasurer stated if the \$801,700 is funded, the \$300,000 is already included into the \$801,701, and then start in 2024 with the new funding, \$300,000, for life cycle replacements. Asked if the computer equipment is ranked by priority and it is not. **The Public Health camera system replacement can be removed \$12,000.** More hardware costs than software costs this year. In the past, the Sheriff has included items in his budget and more items are now in IT and also incorporating more of DPW technology software. For example, the cameras were purchased by Sheriff and now under IT. Working on differentiating maintenance contracts and subscriptions; maintenance contracts – something the County owns and has to pay a maintenance contract on every year to keep the support and updates and a subscription where you pay x amount per month for a period and if you do not pay it goes away.

IT 5-Year Capital Plan and Equipment Replacement Plan – handouts attached. The 2023 Capital Plan items are included in the 2023 budget as requested.

Summary of Personnel Changes, handout attached. These requests are not in the 2023 budget as requested and will be addressed at a future Personnel Committee meeting.

- Requesting one new position, Systems Engineer at a grade 13 – Help Desk – duties to run help desk and efficiently respond to calls. A single call solution; to answer and technology knowledge to address the call.
- The entire department with the except of three employees will be retiring within the next four years max. The first retirement is in 2023.
- Requesting Title changes: Titles are outdated. Would like to restructure department and move forward into the future and should help with recruitment.
 - Microcomputer Specialist to Systems Engineer – same grade 13
 - Change Network Analyst to Project Engineer – grade 18
 - Create new title Senior Project Engineer – grade 20
- Requesting Grade change:
 - Promotion of one (1) Project Engineer grade 18 to Senior Project Engineer grade 20
 - Increase grade for Service Manager from grade 21 to 22 – Running the help desk and controlling the projects; responsible for service delivery. Recommend two grades higher than positions being supervised. If she cannot fill this position may be back to committee asking for more. Filling this position will be challenging.

In general, the Information Technology positions salaries are lower than the private sector.

OTHER BUSINESS: None.

The Information Technology committee meeting adjourned at 10:37 A.M.

Debra Prehoda, Clerk
Washington County Board of Supervisors



WASHINGTON COUNTY ATTORNEY'S OFFICE

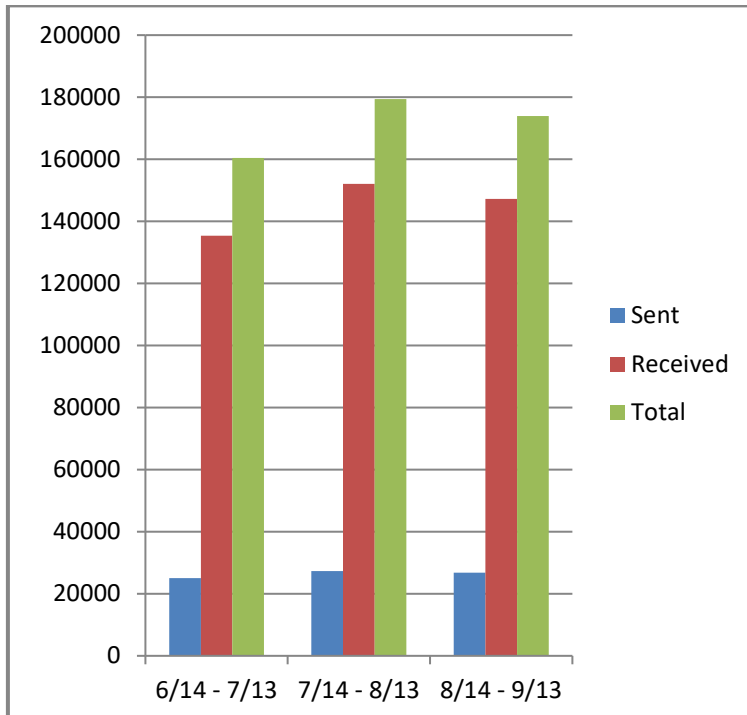
County Cyber Security Office

383 BROADWAY, FORT EDWARD, NY 12828
PHONE (518)746-2106 – FAX (518)746-2137
cyberaware@washingtoncountyny.gov

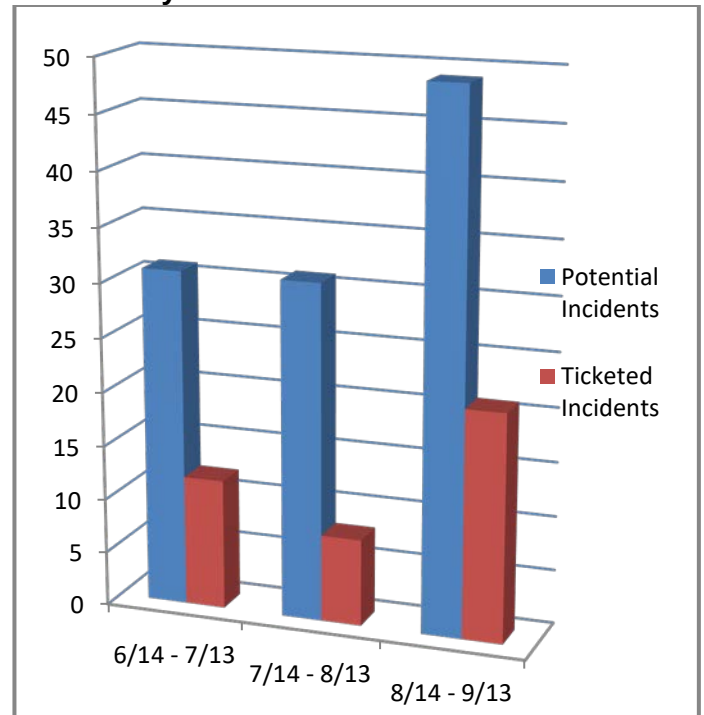
Karen R Pratt
Cyber Security Officer

Cyber Report 8/14/2022 – 9/13/2022

Email Transaction Statistics



Security Statistics/550 Million Data Points



Incident/Remediation Efforts

- Received 90 advisories/vulnerabilities/security updates. Reviewed, distributed and remediated where necessary.
- Received 3 advisories relating to elections subject. Reviewed, distributed and remediated where necessary.
- Shared with colleagues pertinent situational awareness notifications received via NYS and/or other resources.
- Researched and discussed 36 inquiries of e-mail or other containing information or links that elevated suspicion.
- Researched and discussed 57 alerts of abnormal file behavior within organization.

Monthly Items of Interest

- NY County Government investigating a cyber incident as of Thursday September 8
- Participated in Cyberattack Simulation Critical Infrastructure hosted by the National Association of Counties and the Professional Development Academy, 9/12-9/16
 - Announcement of next Cyberattack Simulation is Procurement without Security Considerations 11/14-11/18
- Upcoming Cybersecurity Awareness Month, October 2022. Theme is See Yourself in Cyber
 - 4 Key Action Steps That Everyone Should Take
 - 1) Enable Multi-Factor Authentication, 2) Use Strong Passwords, 3) Recognize and Report Phishing, 4) Update Your Software
- Upcoming Funding Opportunities. On September 16, 2022, the Department of Homeland Security (DHS) announced a first-of-its-kind cybersecurity grant program specifically for state, local, and territorial (SLT) governments across the country. Details will be forthcoming. See <https://www.cisa.gov/cybergrants>

On Time			Later than expected	OverDue			
Start Date	Goal	Status	Item	Description	Dept	Complete	Latest Activity
8/21	7/22	In Process	Replacement of patrol car pcs	Replace patrol car pcs in all vehicles	Sheriff/IT	85%	Installing
11/21	9/22	In Process	Camera project	Camera install and replace	All	75%	Installing cameras
3/22	8/22	In Process	Probation software	Probation software implementation	Probation	40%	Data conversion in process
4/22	9/22	In Process	File server replacement	File server upgrade and replacement	All	95%	Migration complete, decommissioning old server
6/22	11/22	In Process	Phone System call center	Call center software install and configuration	All	10%	Building servers
8/22	10/22	In Process	Basement training room upgrade	Upgrade of AV in basement training room	All	5%	waiting parts
7/22	9/22	In Process	Old timekeeping software upgrade	Old timekeeping software upgrade	All	95%	testing then remove old servers

Ticket Report - Tickets Completed in August 2022

Department	Hours	% of Total
Administration	6.25	0.85%
Alt Sent/Youth Bureau	100	13.60%
Assigned Counsel	3.5	0.48%
Board of Elections	12	1.63%
Board of Supervisors	8.5	1.16%
Building & Grounds	11	1.50%
Code Enforcement	7	0.95%
County Attorney	10.75	1.46%
County Clerk	20	2.72%
Courts NYS	1	0.14%
District Attorney	26.75	3.64%
DSS	9.25	1.26%
Historian	0.25	0.03%
IT	132.8	18.05%
Loaners	3.25	0.44%
OFA/ADRC	0.5	0.07%
Personnel	13.25	1.80%
Planning	4.5	0.61%
Probation	13.25	1.80%
Public Defender	1.25	0.17%
Public Health	104.8	14.24%
Public Safety	5.75	0.78%
Public Works	56.75	7.72%
Real Property	53.75	7.31%
Safety	0.25	0.03%
Sewer District	6.25	0.85%
Sheriff	24.5	3.33%
Tax Collectors	67.25	9.14%
Treasurer	20.75	2.82%
Veterans	3.5	0.48%
WIC	7	0.95%
Totals	735.5	100.00%

IT Capital plan 5 years				
	Dept	Device	Cost	Total
2023		Edge Switching and Barn	\$313,000	
		Sheriff Camera Expansion	\$76,000	
		Wireless refresh	\$76,000	
		Jail UPS	\$43,000	
		Sheriff Inv pc replacement	\$20,000	
				\$528,000
2024		Core switching	\$250,000	
		SAN	\$130,000	
		servers	\$130,000	
		Symetra 911 FTE Tower and Burch Tower and 911 server	\$90,000	
				\$600,000
2025		Barn router replacement	\$10,000	
		Firewall replacement	\$100,000	
		Phone System replacement	\$200,000	
		Symetra IT Bphone room	\$30,000	
				\$340,000
2026		Sheriff Patrol car pc/router replacments	\$130,000	
		Burgoyne refresh - switching - ups, etc	\$60,000	
				\$190,000
2027	County	Camera Refresh	\$110,000	
		Sheriff Inv pc replacement	\$25,000	
				\$135,000

Summary	
2023	\$528,000
2024	\$600,000
2025	\$340,000
2026	\$190,000
2027	\$135,000

Class of Equipment	Primary useful life - years	last replaced	next replacement	Next
Desktops	5		on going	
Laptops	4		on going	
Tablets	4		on going	
Monitors	7		on going	
Servers	5	2018/2019	2024	2029
SAN	5	2019	2024	2029
Phones	7		on going	
Core Switching	6	2016	2022	2028
Edge Switching	6	2016	2022	2028
Burgoyne Switching	6	2019/2020	2026	2032
Routing/Firewall	5	2019	2024	2029
Barn Router	5	2020	2025	2030
Printers - hi volume	5		on going	
Printers - personal	4		on going	
UPS	6	2022	2028	2034
AV Equipment	6-8		on going	
Wireless	6	2016	2023	2029
Jail UPS	6		2023	2029
Sheriff Patrol Cars	4	2022	2026	2030
Sheriff Inv pcs	4	2023	2027	2031
Cameras	5	2022	2027	2032
Sheriff Cameras	5	2023	2028	2033
Symetra 911 server room	9	2014	2023	2032
Symetra IT server room	9	2017	2026	2035
Phone System	10	2012	2025	2035
Symetra 911 FTE Tower	9	2015	2024	2033
Symetra 911 Burch Tower	9	2015	2024	2033
Symetra 911 Willard	9	2022	2031	2040
Symetra IT Bphone room	9	2016	2025	2034

Employee change requests summary – IT - 2023

- 1) Title Change of Microcomputer Specialist to Systems Engineer (both same grade 13)
- 2) Add 1 New Position – Systems Engineer (grade 13)
- 3) Title Change of Network Analyst to Project Engineer (both same grade 18)
- 4) New Title of Senior Project Engineer (grade 20)
- 5) Promotion of a Network Analyst (Project Engineer)(grade 18) to Senior Project Engineer (grade 20) – add new grade to CSEA
- 6) Increase in grade for Service Manager from 20 to 21

Reasons for change requests

- Title changes to make the positions in IT more meaningful and current
- Efficiency - Continued restructuring to improve efficiency
 - Dedicated project staff vs front line staff to handle ticketing
- Succession planning – most of department will be retiring within the next 4 years
- Shared services – restructuring toward a goal of being able to offer shared services for the Towns/Villages

New position request

- New Systems Engineer, this is a front line technical help desk position to ramp up single call resolution and improve response time
 - I was hopeful last year that the current Electronics Technician position would help to fill the vacancy left by the elimination of the previous position, however, there is just too much to do in phones/cameras/cabling world
 - Need to be able to cross train with Electronics Technician and Systems Engineer
- New Title Senior Project Engineer
 - Promotion into this position as it will be dedicated to high level technical projects that require advanced network/server skills

Increase in grade for Service Manager from 20 to 21

- Not having any luck recruiting at 20
- This position will be supervising all other positions, should be at least 2 grades higher than highest position supervised.