

**ISS BOARD MEETING  
JANUARY 11, 2022**

A meeting of the ISS Board was held via TEAMS on January 11, 2022.

**Board Members Present:** William Hughes, Judge Superior Court 3  
Kenton Ward, Surveyor (Chair)  
Robin Ward, Assessor  
Jennifer Hayden, Recorder  
Amy Massillamany, County Council  
Kathy Williams, Clerk  
Robin Mills, Auditor – joined in at 9:10 AM  
Christine Altman, Commissioner (Vice Chair) joined in at 9:35 AM

**Others Present:** Jill Acklin, Administrator of Courts; Chris Mertens, IT Director; Leslie Taljaard, HHW Director; Susan Byer, Treasurer; Ralph Watson, Executive Director Community Corrections; Dana Moore, Chief Deputy Treasurer; Diana Cleland, Web Administrator; Joan Keene, GIS Director; Heather Bennett, Project Manager; Travis Cole, Web Developer/Analyst; Chris Stice, Parks & Recreation Director; Brad Davis, Highway Director; Dan Stevens, Director of Administration; (317) 776-9600, (317) 608-8810

**Board Members Absent:** Dennis Quackenbush, Sheriff

**Call to Order**

A quorum was present when Kent Ward called the meeting to order at 9:05 AM. Connie Garrett recorded the meeting.

**Election of Officers**

Massillamany made a motion that Kent Ward stay as Chair, Christine Altman stay as Vice Chair and Jennifer Hayden remain the At-Large Member. Kathy Williams seconded, and all were in favor.

**ERP Project Status**

In December, the Commissioners gave the approval to move forward with Collaborative and Workday as the primary vendor for finance, payroll and HR. We will continue to use UKG for time and attendance and look to move to the UKG product called Dimensions, which is Cloud based time and attendance and their advanced scheduling, Telestaff, for our Public Safety. We are in the beginning stages of reviewing contracts along with some scoping calls. This will be at least a fifteen to eighteen-month project, implementing the finance, HR and payroll all at the same time with HR and payroll going live the middle of June 2023 and financials on July 1, 2023. After talking to UKG, we'll see where in the timeline they will be brought in.

**ISS Project Updates**

Ranger Replacement went live last week. Computronix was involved in this and it went smoothly.

Certificate Based Authentication, a project that was just started at the end of the year, is a security type project. Currently the way we authenticate, especially around wireless, is user based. The problem with that is that you could be on any device, one that may not have the latest anti-virus, and you could still get onto the Employee\_Access network with a device that we don't know anything about which really

poses a risk because employee access is essentially like being plugged into our network. Now, only managed devices will be allowed. In doing that, we are also going to use certificates on all devices, keeping anyone from walking into a building and simply plugging in to an open port and having access to our network. This was also very important for the Public Safety side, so this project is being funded by LIT (Public Safety Local Income Tax) and Jeff Schemmer. This will enhance the security of all laptops and devices connecting to our network.

Last year, major network changes were made in our data center here and we will complete those changes on the Sheriff's office, the Ford Building, which is the backup 911 center, and Lifeline Data Center. The backup 911 center will also be funded through LIT because it impacts Public Safety. The hold up on these projects is the chip shortage but we are close to having it all delivered. This will upgrade all our network locations and provide a higher level of security for us.

OKTA is another product we just purchased. Currently, we have RSA tokens that you must carry around. It will allow us to more widely use dual authentication for all our users. Last year through EMA, we received some funding for a penetration test, which we try to do every other year. One of the things they hit us on was when Covid hit and we pushed out all the laptops, we used the Palo VPN for people to come in, but we didn't put dual factor on that. The company that did the test was able to exploit the fact that we didn't have that on those Palo VPN's, and they were able to get into our network and retrieve passwords. They are professionals and that is what they do but we want to correct that. It will also save money since we won't have to purchase those tokens.

#### **Treasurer's Office Property Search Request**

Susan Byer made a request for the County's website to allow to search by name for property tax records. The reason is simply ease of use for property owners. There are many parcels in Hamilton County that don't have an address and most people don't know their parcel number which leads to people paying on incorrect parcels or missing a parcel. Thirty-seven counties in Indiana use Beacon Schneider for their GIS which allows search by name. Also, Marion, Boone and Madison all have the option to search by name. Those people that have filled out a form HEA 1371, Request to Restrict Access to Home Address, would still be blocked. This would make it easier for a taxpayer to pull up their bill, be able to pay it and not pay on the wrong parcel. Cleland said that when this was brought up before to the Web Committee, there was concern about that much anonymous access to who owned what in the County. Mertens suggested taking it to the Commissioners for a decision after the ISS Board took a vote on it. Christine Altman said she is not supportive due to security issues and it could be very problematic. If there is a compelling reason, it needs to be developed and explained. Mertens gave another option of leaving the search the way it is but when the search results come up, the name is included. Diana Cleland will work with the Treasurer's office to see if they can come up with some options that can be agreed on.

#### **Personnel Update**

Council approved two new positions for ISS that are currently posted, and resumes have been received. One title is Business Analyst and the other is Web Developer. The Business Analyst will work beside Heather Bennett on Project Management. All vacant positions have been filled since Travis Cole came on recently as a GIS Analyst.

### **Web Update**

Diana Cleland went over the Web News, which is attached. The Online Submissions chart shows the increase in each of the four quarters of 2021 and the total annual submissions increase for the last four years. Once again, many projects have been completed; Community Corrections' new SP site and redesigned duty logs along with their referral form. Health's Covid Vaccine Campaign for Kids, the Outrider upgrade, Safety and Risk's Respiratory Protection Program, Dashboard page and their Employee Tracking for Covid are also complete. Sheriff's Time Off Bids for Jail and Sheriff Sale Applications are also now complete. Custom Wrapper is 80%, Safety and Risk Incident Tracking Program is 75%, Social Media Business Manager 30%, Online Reference Libraries 15% and Property Reports version 2 & 3 are at 10%. Just started is HR & Payroll Audience-based Resources.

Mertens reminded everyone that you can go out to the ISS Board Team and review any of these items at any time. They are sorted by year; the agendas, minutes, Web News and proxies.

### **Other Business**

As of January 1<sup>st</sup>, Konica Minolta is supporting our printers. The copiers are delayed due to chip shortages and supply chain issues but as they come in, Konica Minolta will be replacing many of the Ricoh copiers and they will support those as well. The RFP was done last year, and the contract has been signed by the Commissioners.

The minutes were not approved at the beginning of the meeting in order to give the Board an opportunity to review them. Judge Hughes moved to approve the minutes as submitted, it was seconded, and all were in favor.

### **Next meeting – April 12, 2022**

The meeting was adjourned at 9:56 AM

# Hamilton County

## Web News

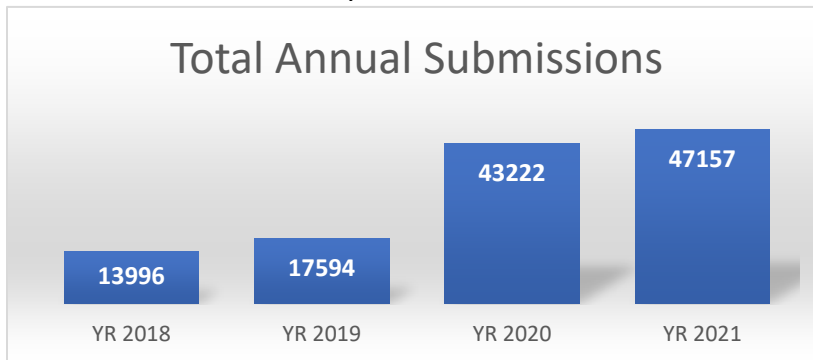
By Diana Cleland, Web Administrator

January 10th, 2022

### 2021 Online Submissions:

	1 <sup>st</sup> quarter	2 <sup>nd</sup> quarter	3 <sup>rd</sup> quarter	4 <sup>th</sup> quarter
Public submissions	7,874	9,159	8,980	15,087
Internal Submissions***	2,289	1,115	559	2,097
Quarterly Totals	10,163	10,274	9,539	17,184

\*\*\* Does not include many SharePoint submissions



### PROJECT SUMMARY

Completed Items:

**Community Corrections: new SP site and redesigned duty logs – Completed**

There are about 10 different Duty Log lists. Go live was Jan 1, 2022.

**Community Corrections: Referral form – Completed**

**Health: Covid Vaccine Campaign for Kids – Completed**

## **Outrider upgrade - Completed**

A trickle-down task from the Ranger Replacement project. We needed to upgrade 7 sites spread across 3 servers.

## **Safety and Risk: Respiratory Protection Program – Completed**

Staff submission with tracking and reports in SharePoint

## **Sheriff: Time Off Bids for Jail – Completed**

Staff submission with SharePoint approval and tracking

## **Sheriff: Sheriff Sale Applications – Completed**

Two custom applications:

- Internal Application went 11/18/2021. Used by staff to track sales and properties; and to publish data to the public site.
- Public Application went live 1/7/2022. It eliminates office traffic and improve research functionality.

## **Safety and Risk: Dashboard – Completed**

A Dashboard page for S&R to see general status info on several processes.

## **Safety and Risk: Employee Tracking for Covid – Completed**

Process to track Covid compliancy data.

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Items in progress:

## **Custom Wrapper – 80% done**

Provides global navigation for our custom applications. Historically we had a separate wrapper for each development language. This time we are leveraging a newer design concept so we can have one version for all applications.

## **Social Media: Business Manager – 30% done**

We are testing another way to manage admin access for Facebook and Instagram. Hoping it will address a couple issues with recent Facebook changes. Tests are being done with the County main account.

## **Property Reports: versions 2 & 3 – 10%**

Version 2 will be published in time for Spring payments. We are still determining which items go into each release.

- Payment Page (v 2): add Teller-friendly barcodes and address additional layout changes.
- Payment Page (TBD): transition to new Paymentus payment gateway.
- Payment Page (v 2): Validation of values used in OCR lines, this changes during certain times of the year.
- Statements, Comparisons, and Assessment PDF's (v 3): modify application to pull PDF's from Intact; also rework the layouts on the 3 related pages.

### **HR & Payroll: Audience-based Resources - just started**

Provide access to reference materials, videos, and forms for groups of external users such as "Potential full-time Employee". This will allow HR & Payroll to email a link instead of several attachments. Streamlines the correspondence process and ensures all recipients will have access to the most current items.

### **Safety and Risk: Incident Tracking Program – 75% done**

Track Accidents/Incidents, related documents and correspondence

### **Online Reference Libraries (Intact) - 15% done**

We are implementing several projects for the web environment:

**PDF's for the Property Report and Tax Application:** Automates publishing and organization of about 1.5 million PDF's (Likely to increase to 2.5 million over the next 2 yrs).

**Surveyor's large Library:** about 160 G of pdf's with search interface.

**Other Online Libraries:** Replacement for 3 or 4 older custom web applications, one of the primary technologies involved is being retired by the vendor, so we need another option.

**FTP sites:** Modern browsers no longer support anonymous FTP sites due to security issues, so agencies need another option to share large, temporary files with other organizations.

**Agendas and Minutes:** We will research to see if Intact will provide a better user experience for meeting documents