ISS BOARD MEETING
JANUARY 15, 2019

A meeting of the ISS Board was held on January 15, 2019 at 9:00 AM in Conference Room 1A at the Hamilton County Judicial Center.

**Board Members Present:** Dennis Quackenbush, Sheriff
Robin Ward, Assessor
Kathy Williams, Clerk
Robin Mills, Auditor
Amy Massillamany, County Council (tele present)
Christine Altman, Commissioner arrived at 9:01

**Others Present:** Chris Mertens, IT Director; Joan Keene, GIS Director; Heather Bennett, Project Manager; Ollie Schierholz, Court Administrator; Tammy Sander, Public Relations; Diana Cleland, Web Administrator

**Board Members Absent:** William Hughes, Judge Superior Court 3; Kenton Ward, Surveyor; Jennifer Hayden, Recorder

**Call to Order (9:00:41)**
Chris Mertens called the meeting to order at 9:00 AM while Connie Garrett recorded the minutes. A quorum was present.

**Approval of minutes from the October 16, 2018 ISS Board Meeting (9:00:41)**
The minutes were approved as submitted.

**Election of Officers (9:00:57)**
Kenton Ward will be the 2019 Chair with Christine Altman as Vice-Chair. Later in the meeting, all were in favor to retain Jennifer Hayden as the At-Large Member.

**Personnel Update (9:02:39)**
ISS has one vacant position, Applications Administrator. It had been filled for about three weeks when that person received a better offer and left. Interviews were conducted to refill that position and a conditional offer was sent out yesterday, paperwork came back today, and the background check was sent to HR this morning.

Julie is now retired but we do have an agreement in place with her which is essentially a not to exceed contract to get us through the personal property project and the State certifications. She anticipates helping us through June.

**Rubrik Backup Update (9:05:20)**
The product is installed and working. The big difference with how Rubrik works; not only how easy it is for people to do restores, but how it handles SQL and database backups. It is easier to do a restore and to do a recovery in case of an emergency. We had a ton of storage downtown holding our old backups. We are now pushing backups that need to be held long periods of time, off to Microsoft’s Azure cloud. We established an Azure commercial account because Rubrik encrypts the data that it backs up and then when you store it on the Azure commercial it is encrypted so we are meeting all compliance
guidelines. Also, the commercial account for storage is cheaper than the government account. A commercial account has hot storage, cool storage and cold storage; the colder it gets, the cheaper it gets.

**New Social Media Accounts for County (9:11:05)**
We currently have Facebook and Twitter and they have grown substantially, not just in numbers but in terms of engagement. Mark Heirbrandt asked if we want to consider LinkedIn and Instagram. LinkedIn would work with area businesses and keeping them in touch with what we are doing, and Instagram tends to attract a little younger, but it is a nice place to put all our photos. There was a motion to add both, it was seconded, and all were in favor.

**Web Update (9:13:53)**
- In the 4th quarter we tracked 4,444 public submissions, 183 internal submissions for a total of 13,996 completed in 2018.
- The election system was updated, which made our process for posting results obsolete. At the last minute, we developed a new application to publish that data to the website. Altman asked Williams to post interim results with a disclaimer so people can watch from home.
- Property and Tax reports application was modified for how the data exports and using that information to update the application. This will reduce maintenance issues in the future.
- The Tax Sale has been completed.
- Today we are reviewing a Statement of Work for Internal Forms and Workflow to determine how we want to proceed.
- With SharePoint, we completed a lot of smaller things that needed to be done for year end. Also, the Volunteer Process library is now part of the new online submission process. The library in SharePoint is an automated checkoff list to make sure all the appropriate steps happen with every single volunteer. It will also help EMA find the right volunteers quickly for different situations.
- For ASP.NET conversions, we had four applications that still needed to be upgraded. The last of the four was the Employee Phone and Photo Directory.

Mertens added we are moving all our important documentation out to SharePoint. We have an ISS Restricted page for the ISS Department only. Michael Souders came up with a script that can be run on every server and creates a document that has everything about the server. Joel Schmidt created a way for us to upload that to SharePoint. If key people are gone, someone could come in and look at the servers and what functions they perform, size, memory, hard drive space, etc. to give a blueprint to build it back and what was installed on it. Altman would like to see possibly EMA have access to the ISS Restricted page.

**Unscheduled Downtime (9:30:29)**
There was no unscheduled downtime.

**Other Business (9:30:42)**
IRS audited Child Support and the Clerk’s office late last year. One of the requirements is a login banner for our PC’s. Essentially, it is a statement that says the PC is property of the County, unauthorized use is prohibited. ISS started testing today with a statement that Zach SeRine received directly from the audit’s
documentation. Mertens said he would take it to the Commissioners to get approval to put it on all PC’s. Altman said that since it is consistent with the handbook, it does not need approval and she wants it to go on immediately. Users will only see it when they first login for the day or if they shut down or log off and have to re-login.

Another phishing exercise by Security Mentor was sent out. Mertens would like to do them about once a month.

**Next meeting – April 16, 2019**

The meeting was adjourned at 9:43 AM