ISS BOARD MEETING
APRIL 12, 2022

A meeting of the ISS Board was held via TEAMS on April 12, 2022.

Board Members Present: Kathy Williams, Clerk
                               Robin Mills, Auditor
                               Robin Ward, Assessor
                               Amy Massillamany, County Council
                               Kenton Ward, Surveyor (Chair)
                               Jennifer Hayden, Recorder
Others Present: Jill Acklin, Administrator of Courts; Chris Mertens, IT Director; Adam Blazier, Business Analyst; Dan Stevens, Director of Administration; Susan Byer, Treasurer; Travis Cole, Web Developer/Analyst; John Wardlow, Web Administrator; Brad Davis, Highway Director; Ralph Watson, Executive Director Community Corrections; Joan Keene, GIS Director, Heather Bennett, Project Manager; Chris Stice, Parks & Recreation Director; Ken Alexander, County Council
Board Members Absent: Christine Altman, County Commissioner (Vice Chair); Dennis Quackenbush, Sheriff; William Hughes, Judge Superior Court 3

Call to Order
A quorum was present when Kent Ward called the meeting to order at 9:00 AM. The meeting was recorded.

Approval of Minutes
The minutes were approved as submitted.

ERP Project Status
The project has kicked off and we are in the planning stages. Workday was selected for the financial and HR systems while negotiations will continue with UKG, formerly known as Kronos, for time keeping and advanced scheduling. We are working with Workday's implementation partner, Collaborative Solutions, on discovery meetings and alignment meetings for each functional area of the ERP project on both financial and HR sides. The ERP Team will be working on sending a survey to the departments to help identify users in each department that can help with this project as functional area leads or subject matter experts. A steering committee was established consisting of a commissioner, council member, auditor and HR director. This group will meet monthly to ensure everything is staying on track.

Certificate Based Authentication Update
We are about ¾ complete on this project. This improves the security of our client computers that attach to our network, not only wired in but also wireless connections. This eliminates anyone from coming into our buildings and just plugging in and getting on to our network. Any device that attaches must have authentication done by a certificate.

Cisco Network Changes Update

We are still waiting on several pieces of equipment due to the chip shortage, but we are starting the process of cabling all the new equipment in our Lifeline Data Center. This will make Lifeline, Sheriff's office and the Ford Building all look the same in terms of network as the Judicial Center does. This will also give us flexibility in terms of security, configurations are easier and more visibility as to what is happening on our network.

Okta

This is for dual factor authentication. Last year we had a penetration test done by an external third party company and one of the areas of vulnerability was the people using the Palo Alto VPN to come into the network which was rolled out quickly during COVID to allow people to work from home and connect to our network. The vulnerability was that we didn't have any kind of dual factor authentication for that VPN connection so that external penetration testing partner was able to exploit and make it all the way into our network. All VPN connections will require dual factor moving forward, with the Okta software. Okta will also be used on the public safety side to get rid of the RSA tokens that are costly and expire after a certain length of time.

Fax Server

We still do a lot of faxing in the County, especially on the Public Safety side. We currently use a fax server that we've had for several years called XMedius. We are going to transition away from XMedius and go to a cloud fax solution from a company called Biscom. It's more affordable since we won't have to maintain two different servers, one here and one at Public Safety.

Cyber Security Update

We are looking at strengthening and changing some of the password requirements. Because we are an Office 365 customer, Microsoft offers a service for globally banned passwords. Passwords that are known to be compromised are on the list and we can add our own words. Microsoft uses this list to assess the strength of the passwords that we use. ISS has turned this on in audit mode for now and well over 50% of our passwords within the County would fail this check. When you come up with a password that meets this complexity requirement, it would not have to be changed unless that password shows up in the globally banned password list. Mertens asked for approval from the ISS Board to turn this feature on. Notification will be sent out and we anticipate it will require well over 50% of our employees to change their passwords. Massillamany made a motion to approve, Hayden seconded, all were in favor.

Building and Grounds – Building Management System

A contract has been signed and implementation has started with MaintainX, a facilities management software application. In runs in the cloud service so it can be accessible at any computer or on a mobile device for the Buildings and Grounds team. It will impact how a work order or supply order is submitted and help the B&G team track and maintain, with preventative maintenance, all their assets.

Personnel Update

ISS has multiple openings; Applications Administrator, an additional Business Analyst to work on the ERP project and ultimately work with Heather, an entry level Helpdesk position and a Web Developer to

work Diana and John. One new employee has been hired. Adam Blazier is new to our staff and working with Heather as Business Analyst.

Web Update – The Web New was handed out and below are areas that John Wardlow highlighted
- A lot of housekeeping type work has been done on our website making things more efficient and secure. Work has been done with property reports and HR around Election workers to prefill new hire paperwork.
- There is a continual focus on Sharepoint cleanup and management. Twenty sites that were identified as no longer used or needed were retired.
- A couple of new projects came in. One is the Sheriff's Sex Offender Visitation Registry. When they enter the lobby, there will be a kiosk for them to register to let staff know they are in the building. The other project is County Council asked about a way to get applications for Committees and Boards they appoint.
- We are working on modernizing authentication for security particularly the way they get data from a form into Sharepoint.

Future Meeting Options
Mertens asked the Board how they would like to meet in the future; continue to use TEAMS, in person or a hybrid? Massillamany stated that it is easier to do it virtually, but a hybrid is fine. Some preferred in person while others favored TEAMS. Mertens will schedule Conference Room 1A for the next meeting and make it a combination for those that want to attend in person and have the screen set up for those that want to come in through TEAMS.

Other Business
Ward said that he's talked to Mike about issues in the Judicial Center, especially in the Surveyor's office, about the connectivity with internet on phones and wanted to know if there is anything that can be done about that. Mertens said there is not a lot we can do with the signal from AT&T or Verizon. A lot of the phones today do offer WiFi calling so if you turn that on, at least while you're in the buildings, it doesn't rely on the cellular connectivity to make a call, it utilizes WiFi. He did not know if texting utilizes WiFi. He suspects that if you are doing an SMS message it doesn't, however if you're an iPhone user, and you're texting other iPhones, he would suspect that it would use the imessage which does take advantage of the WiFi. AT&T is problematic in the downtown Noblesville area.

Next meeting – July 12, 2022
The meeting was adjourned at 9:58 AM