A meeting of the ISS Board was held on July 16, 2019 at 9:00 AM in Conference Room 1A at the Hamilton County Judicial Center.

**Board Members Present:** Dennis Quackenbush, Sheriff
Robin Mills, Auditor
Jennifer Hayden, Recorder
Val Swift, proxy for Kent Ward, Surveyor
Kathy Williams, Clerk
Christine Altman, Commissioner, arrived at 9:02 AM
Robin Ward, Assessor, arrived at 9:02 AM

**Others Present:** Chris Mertens, IT Director; Heather Bennett, Project Manager; Ollie Schierholz, Court Administrator; Joan Keene, GIS Director

**Board Members Absent:** William Hughes, Judge Superior Court 3; Amy Massillamany, County Council

**Call to Order (9:01:30)**
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 April 16, 2019 ISS Board Meeting (9:01:48)**
The minutes were approved as submitted.

**PC Purchase Update (9:01:59)**
We have received all PC’s purchased for 2019 to replace the PC’s that were deployed in 2015. The County is on a four-year rotation of PC’s. On this side, the installation is 20% complete and at the Sheriff’s complex, they are getting all 60 configured and then deployment will begin. The new PC’s have solid state hard drives so there are no moving parts and they are much smaller and faster.

**Personnel Update (9:03:57)**
Casey Schroeder was called to active duty and will be gone for at least a year. A contract employee from Van Ausdall was hired to fill in until Casey’s return. He’s been helping with setup and deployment of PC’s.

ISS has an open position, PC Technician, at the Public Safety campus. Mertens received approval from Council to hire above the minimum.

**Firewall Update (9:07:22)**
The firewalls that the ISS Board approved the use of non-reverting funds to purchase, have been installed and the visibility of traffic; outgoing, incoming and attempts to come in, is amazing. All traffic from outside the United States is blocked. In one recent 24 hour period, over 65,000 attempts to attack our network were blocked, mostly from China. ISS can see where these are coming from and the IP Addresses. Internet filtering is better now so if a department requests certain sites to be blocked, we
can do that. We can now visualize the amount of traffic and where our browsing is going based on generic content types. A lot of the bandwidth is going to streaming media, so it is limited to only 100 MB in order to make sure the rest of our traffic is getting good bandwidth. These firewalls have also provide an alternative VPN to Netmotion. ISS has begun moving non-public safety employees off of NetMotion which saves the County money since we don’t have to purchase key fobs and will reduce our total NetMotion licensing. Next year’s project will be to change the Wi-Fi controllers so after certain time period, you will get kicked off to avoid eating up bandwidth and free up IP Addresses for the public that is coming into our building.

**Cyber Security (9:17:57)**
ISS will continue to do phishing e-mails on a random basis and Mertens will send out the information of how we are doing to the department heads. There are still about 15% of the employees that open the e-mail and click on whatever is in there. One of the projects for this year was to enhance our end point protection; virus software and malware protection. We are piloting Traps right now from the same company we purchased the firewalls through, so they tie together, and it does the same kind of reporting.

**Dual Factor Authentication of all users with Office 365 – Update (9:27:24)**
This has been tested in the IT department and while it works, it caused a lot of problems with Outlook. ISS is working on how to implement it without causing problems. Mertens wants to be able to use this because Microsoft and security in general say if you have dual factor enabled, that can cut down on a huge number of attacks.

**Web Update (9:29:28)**
- HHW is requesting to use social media. A motion was made, and all were in favor. Altman also thought Soil & Water should be allowed to use social media.
- In Diana Cleland’s absence, Mertens will send out the Web News. It shows the online submissions, Primary Election is completed, developing a process for the General Election, updates were made for Property and Tax Reports, piloting a forms project, Joel Schmidt has taken over SharePoint at the jail, we finished 7th in Digital County Survey and Mertens discussed how Hamilton County will change their tactics for submission since the 1st place went to Duchess County and they touted things we’ve already been doing for years.

**Unscheduled Downtime (9:37:51)**
Mertens was unable to report on this because his staff had not completed the spreadsheet.

**Other Business (9:38:15)**
Mertens has been asked to take over as Secretary on the Board of MIX, which is a group of CIO/IT Directors from around the Country. Mertens is also part of the Indiana Digital Government Summit Planning Board. A couple years ago they started asking for submissions about projects counties have so this year he would like to submit the Grants Management Project as an internal application that has helped County operations.
Kathy Williams asked about what we are doing at the fairgrounds for internet. Mertens said that a lot has been done to enhance the Wi-Fi capabilities for the Coop & Cog type exercises. There has been some miscommunication regarding locations it is needed so he suggested that after the 4-H Fair, they sit down to discuss. Robin Mills suggested that Mertens and Steve Wood go to the Commissioners to discuss what needs to be done out there because the facility is more than 4-H. Mertens said that there had been meetings that Mark Heirbrandt attended but it was mostly about adding more Audio/Video capabilities within the different buildings and that is not a capability we have in IT. Williams would like to have a meeting with the vendors that use the facility to find out what is needed. Altman agreed that since it is a facility that is competing with business, if it needs to be enhanced to rent it more, then maybe we need to look at contracting with someone that knows AV.

Next meeting – October 15, 2019

The meeting was adjourned at 9:51 AM