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

**Board Members Present:** William Hughes, Judge Superior Court 3  
Kathy Williams, Clerk  
Dennis Quackenbush, Sheriff  
Robin Mills, Auditor  
Amy Massillamany, County Council (tele present)  
Kent Ward, Surveyor  
Robin Ward, Assessor arrived at 9:01  
Christine Altman, Commissioner arrived at 9:03

**Others Present:** Chris Mertens, IT Director; Joan Keene, GIS Director; Dan Stevens, Director of Administration; Heather Bennet, Project Manager

**Board Members Absent:** Jennifer Hayden, Recorder

**Call to Order (9:01:17)**
Kent Ward called the meeting to order at 9:01 AM while Connie Garrett recorded the minutes. A quorum was present.

**Approval of minutes from the July 16, 2019 ISS Board Meeting (9:01:21)**
The minutes were approved as submitted.

**Beginning of Eden Replacement (9:01:38)**
This is a platform that has been here for 20 years. Tyler still supports it but will not make any changes or enhancements. Replacing it will be a two to three-year process starting with the development of an RFP to bring in a consultant to help do a Business and Gap Analysis of our current processes and how we use the financial/payroll systems. Mertens has already started preparation of that request for proposal. We would then have that consultant develop an RFP for this replacement and include an HR package. Mertens has talked to the Council preparing them for the cost which will be in the millions.

**PC Purchase Update (9:09:34)**
ISS is on a four-year rotation of PC’s and we are on track to complete deployment by the end of year. We are also doing surveys when the PC’s are deployed to make sure the users are happy with the experience. The Deputies’ computers will be covered under the new 911 tax. Decisions need to be made with how far ISS wants to go with managing those PC’s versus just the purchase of them.

**Personnel Update (9:14:09)**
The position for PC Tech has been filled by Derek Davis who worked in Dispatch. He has a degree in IT but just hasn’t had an opportunity to use it until now. We had a contract employee from Van Ausdall that didn’t work out, so they quickly replaced him and this one is working out extremely well.
**Network Best Practices (9:15:39)**
Over the weekend, we removed IPv6 which we partially deployed until we ran into issues with it. After talking to some network resellers, they suggested to just remove it. We also had them come look at our overall network design and they did make some recommendations. Next year’s project might be to optimize the way we do things; instead of sending all our traffic to one core system, we could distribute it a little bit to take a load off. In the long run, it would save us money on licensing and maintenance.

**Microsoft EA Renewal (9:17:32)**
This will need to be renewed July 1, 2020. Through budget hearings, Mertens requested an increase to cover what he anticipates their increase will cost. The State is moving into the Office 365 arena and they have gotten some good pricing with Dell and Microsoft so Mertens is going to try and get the same pricing. He will shop it around with different licensing resellers that can handle our contract.

**Cyber Security Update (9:19:56)**
This is a constant thing to make sure we are doing what we need to do to keep us safe. We are working on a piece that can be included in our COOP and COG plan that is a ransomware recovery playbook. You hear about ransomware attacks encrypting the back-ups but that can’t happen on our systems. There was no lesson this month for Security Mentor, but ISS renewed for another twelve months which will pick up next month.

**Web Update (9:27:48)**
- The Web News was sent out to the ISS Board Members prior to the meeting but Mertens did cover a couple of the items. We have been with CivicPlus for four years and after four years, you get a redesign of your site, so we are going through that process now in terms of color schemes, the look and feel of the home page, etc. We have received back a sketch of what it will look like but not a color version yet. The goal is to simplify and streamline the home page. Altman would like to have a beta version to test.
- ISS purchased a product called Nitro which will help with forms development.
- SharePoint continues to be requested and grow.

**Unscheduled Downtime (9:32:19)**
The only unscheduled downtime was related to GIS and the General Viewer which had to do with an issue on the server and we used our back-up system to bring it back up.

**Other Business (9:33:05)**
- Each employee has a T: drive, their personal drive. ISS is working on migrating those out to OneDrive. Microsoft offers a free service called FastTrack if you have Office 365. Behind the scenes, at night, they have been migrating content. They leave your T: drive exactly where it is, they just copy it. Once all the users have been migrated, we will go back and run one more migration and at that time, we will disconnect the T: drive and OneDrive will become your primary location for personal data. Before this happens, Information will be sent out about how you go out to OneDrive and how to sync the files so if the internet goes down, you still have access. This will reduce our back-ups and increase security.
- Kent Ward questioned if the Wi-Fi capabilities at the 4-H Grounds have been addressed. Mertens said they are doing a couple of pilot programs with Wi-Fi that will handle more users.
One was tested during the Open Enrollment meetings in the Commissioners Courtroom that handled 60 – 70 connections without issue. One more product will be piloted that was used at the Clerk’s Conference which had about 125 people in one area and as far as we could tell, the internet connectivity was fine. Next year the Access Point that is selected will be deployed out there.

Next meeting – January 14, 2020

The meeting was adjourned at 9:49 AM