



Information Technology 2022

BUDGET OVERVIEW:

The proposed budget for IT is \$601,519 a 3% increase over 2021. Revenues of \$51,400 are proposed with a levy of \$550,119 for a 1.7% levy increase over 2021.

Adjustments include reductions in professional services, repair and maintenance, registrations and capital equipment.

The IT Department serves all departments. Annual equipment replacement is included in the IT Budget, while projects and associated equipment that last several years are budgeted in the CIP fund.

FUNCTION: The Bayfield County Information Technology department was formed in 1999 to:

- Provide and ensure the availability of county data storage, network, and processing systems.
- Ensure compliance with legislation on computer design and usage, data protection.
- Protect all county data and systems.
- Educate and train end users to better use the equipment and software they have.
- Make it easier for all departments to serve the residents of Bayfield County

MAIN RESPONSIBILITIES:

- 1) Ensure uptime for the computer network
- 2) Do routine backups to insure data integrity
- 3) Allow for data sharing for County employees to help eliminate duplication of data and work
- 4) Make network and data available to all county employees

FY2021 ACCOMPLISHMENTS:

- 1) Received Cyber Security Training via the Wisconsin Cyber-response team
- 2) Update SQL Servers and Database to the latest version of SQL and migrate databases
- 3) Programmer position completed 1st year of supporting the NOVUS 5 county tax database
- 4) Installed 3 new “Host” servers for our virtual environment.
- 5) Successfully implemented multiple methods of remote work for “safer at home”
- 6) Replaced the NVR for Jail surveillance recordings
- 7) Replaced the remaining coaxial cameras in the jail
- 8) Added several new cameras in the jail
- 9) Deployed 15 new laptops for the Sheriff’s dept.
- 10) Migrated Sheriff phones from Verizon to FirstNet
- 11) Deployed DUO MFA in a limited capacity
- 12) Upgraded our critical backup hardware\software.
- 13) Several custom database programming changes and updates have been applied across multiple systems.
- 14) Deployed 3 new computers for Dispatch

- 15) Deployed 6 new laptops for Human Service support staff
- 16) Upgraded several servers to Windows Server 2019
- 17) Continued work on segmenting the network
- 18) Working on remediating recommendation's found within our last Cyber-Security Assessment

FY 2022 GOALS:

- 1) Develop a trained staff
- 2) Continue to provide end user training
- 3) Replace several workstations and laptops
- 4) Upgrade all 2012 servers to 2019
- 5) Continue upgrading older databases
- 9) Implement and automate top 10 CIS/SANS critical controls
- 10) Remediate finding of Cyber-Security Assessment
- 11 Install system event logging
- 12) Move to a *.GOV domain name for increased security and conformance
- 13) Complete jail camera upgrades\cabling

PERFORMANCE INDICATORS:

- 1) Continue to have reduced network downtime. The current downtime of the network is approximately <1 hour per month. (Approximately 99.9% uptime)
- 2) Meet with each department head at least once each year
- 3) Search for ways to increase service levels without increasing staff or budget
- 4) Increase helpdesk response time and end user satisfaction
- 5) Increase mobility outside of the office
- 6) Increase employee security awareness

