



Information Technology 2022

BUDGET OVERVIEW:

The proposed budget for IT in 2023 is \$735,720 a 22.9% increase over 2022. Revenues of \$78,620 are proposed with a levy of \$657,100 for a 20.1% levy increase over 2022. The major reason for the larger increase is a new network administrator position to assist with the ever increasing workload.

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 the infrastructure for automation. It implements the governance for the use of network and operating systems, and it assists the departments providing them the functionality they need.

It's important to note that although the IT department implements and facilitates the flow of information, it doesn't create the policy that defines which information is correct or accessible to others.

MAIN RESPONSIBILITIES:

- 1) Make it easier for all departments to serve the residents of Bayfield County
- 2) Educate and train end users to better use the equipment and software they have.
- 3) Ensure compliance
- 4) Research and procure hardware and software
- 5) Allow for data sharing for County employees to help eliminate duplication of data and work
- 6) Make network and data available to all county employees
- 7) Ensure various means of communication are available
- 8) Ensure compliance with legislation on computer design and usage and data protection

FY2022 ACCOMPLISHMENTS:

- 1) Received Cyber Security Training via the Wisconsin Cyber-response team
- 2) Hired Network and Security Administrator
- 3) Hired intern
- 4) Installed Nimble SAN
- 5) Upgraded VMWare
- 6) Update NOVUS servers and Land Records servers to Server 2022 and SQL 2019
- 7) New firewall at Iron River Highway shop
- 8) Installed and connected MFP's and 4 Highway shops
- 9) Installed cameras at 1 Highway shop
- 10) Installed network cabinets at 4 Highway shops
- 11) Installed new server at WIC office

- 12) Installed 3 Logitech Rally video conferencing systems in various rooms
- 13) Deployed a new backup solution for the Cody system
- 14) Installed 3 new computers in dispatch
- 15) Deployed 48 laptops as of 7/29/2022
- 16) Migrated file servers from Server 2012 to Server 2022
- 17) Deployed new phones in ADRC
- 18) Upgraded physical door controls and server
- 19) Updated floor plans\documentation
- 20) Setup a new Plotter and check printer
- 21) Upgraded Windows deployment server
- 22) Deployed multiple cell phones and iPads.
- 23) Migrate Fidar to TriMin with Register of Deeds office.
- 24) New Cameras and door controls in the remodeled area of courthouse

FY 2023 GOALS:

- 1) Develop a trained staff
- 2) Continue to provide end-user training
- 3) Replace several workstations and laptops
- 4) Hire additional employee
- 5) Upgrade Virtual desktop infrastructure
- 6) Install video wall in Jail
- 7) Assist zoning with scanning project
- 8) Add additional cameras in various locations
- 9) Change the Physical security system to a new vendor
- 10) Implement and automate top 10 CIS/SANS critical controls
- 11) Remediate finding of Cyber-Security Assessment
- 12) Install system event logging

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

