



Information Technology Update to Whatcom County Council

by Perry Rice – IT Director

March 11, 2025

Overview

- **15 Minutes**
- **IT Currently Has > 70 Significant Projects and Growing**
- **Spotlight a Few (25) Projects**

- **Q & A**

Countywide Large Projects - Infrastructure

Lifecycle Replacement of Backup System	2024-2025
<ul style="list-style-type: none">• Replace Current Backup to Disk System (5-Years Old)• Outgrown Current Capacity (100 TB)• Procured and Currently Implementing ~ 300TB of Storage – 2Q2025	[Active] \$220K
Lifecycle Replacement of File Server	2024-2025
<ul style="list-style-type: none">• Lifecycle Replacement of Countywide File Server (8-Years Old)• Purchased New File Server• Planned Migration to New File Server – 2Q2025	[Active] \$100K
Multi-Factor Authentication	2024-2025
<ul style="list-style-type: none">• E-Mail• Remote Access to Network (VPN)• Criminal Justice to Comply with New Federal Bureau of Investigation Requirements	[Active]
Election Security & Support	2020-2025
<ul style="list-style-type: none">• Actively Working with Secretary of State and Auditor’s Office• Working with Auditor’s Office on Initial Implementation of WhatcomCounty.Gov Domain	[Active]

Countywide Large Projects

Recent Success

- New Citizen Communications Platform (Granicus GovDelivery) ..11/2024
- Countywide Document Imaging System Upgrade (Laserfiche)12/2024

Current Projects

Public Records Request Software	2024-2025
<ul style="list-style-type: none"> • Implementing Granicus GovQA Software • Software to Streamline the Management of Countywide Public Records Requests • Phased Go Live – 1Q2025, 2Q2025 	[Active] \$85K Ongoing
Pilot Implementation of Microsoft Teams & One Drive	2025
<ul style="list-style-type: none"> • Pilot Implementation of Microsoft Teams & One Drive • Professional Services Agreement with CDW-G to Assist IT Staff - 12/31/2024 • Kick-off – 2Q2025 	[Active] \$39K
Web – New Federal Accessibility Standards	2024-2026
<ul style="list-style-type: none"> • New Federal Accessibility Standards for Public Facing Web and Mobile Apps – April 2026 • \$50k has been Funded for Consulting Services in 2025 • Significant Effort will be Needed by County Departments and Vendors to Comply 	[Active] \$50K

Criminal Justice Large Projects – Case Mgmt.

Recent Success

- New Public Defender Case Management System11/2022
- New Prosecutor Case Management System.....08/2023

Current Projects

<p>Upgrade Juvenile Case Management System</p> <ul style="list-style-type: none"> • Replace Current “End of Life” System • Contracted with Handel to Upgrade to RiteTrack HTML5 – 9/2024 • Implementation Kick-Off – 11/2024 	<p>2024-2025</p> <p>[Active]</p> <p>\$108K</p>
<p>Export Superior Court Records to State Digital Archives</p> <ul style="list-style-type: none"> • Export Whatcom County Superior Court Records to State Digital Archives • Increase Citizen Access to Court Records / Including Water Adjudication 	<p>2024-2025</p> <p>[Active]</p>
<p>New Case Management System for Water Adjudication</p> <ul style="list-style-type: none"> • New Superior Court Case Management System for Water Adjudication • Plan to have Contract with Handel for RiteTrack HTML5 to Council – 3/25/2025 • Planned Implementation Kick-Off – /2024 	<p>2025</p> <p>[Planning]</p> <p>\$55K</p>

Criminal Justice Large Projects – SC & Clerk

Recent Success

- Upgraded Court Audio Visual System – Superior Court #4.....02/2025
- Installed New Court Audio Visual System – Superior Court #5C ..02/2025

Current Projects

Superior Court & Clerk - Water Adjudication	2024-2045?
<ul style="list-style-type: none"> • Court Process to Determine Legal Water Rights in the Nooksack Watershed • State Department of Ecology Filed Petition May 1, 2024 / Summons Expected 3/2025 • Upwards to 35,000 Participants • Technologies and Facilities to Support Large Scale Court Proceeding 	[Active]
Lifecycle Replacement of Court Audio Visual Systems	2025 - 2026
<ul style="list-style-type: none"> • New 3rd Floor Courtroom Court Audio Visual System - Contract to Council – 3/25/2025 • Main Jail Courtroom Upgrade to Facilitate Remote Proceedings • Department #1, #2, #3 Sound and Remote Proceeding Enhancements • Replace / Upgrade Courtroom #4C Audio Visual System 	[Active] \$462K

Criminal Justice Large Projects- Sheriff





Recent Success

- New Body X-Ray Scanners – Main Jail / Work Center02/2025

Current Projects

Lifecycle Replacement of Patrol Toughbooks	2025-2026
<ul style="list-style-type: none"> • Replace ~64/100 Panasonic Toughbooks 	[Planning]
Digital Forensics Infrastructure – Phase 1	2025
<ul style="list-style-type: none"> • Digital Forensic Computer Workstation, Monitor, Storage, Faraday Box, Encrypted Backup 	[Planning] \$150K
Replace Jail Commissary System	2025
<ul style="list-style-type: none"> • Current Vendor is Summit Correctional Services • Working on RFP for Possible April – June Implementation 	[Planning]
Replace Inmate Phone System	2025
<ul style="list-style-type: none"> • Current Vendor is ICSolutions • Working on RFP for Possible April – June Implementation 	[Planning]

Land & Infrastructure Large Projects- Permit

<p>New Permit System – Phase I – Core Go Live</p> <ul style="list-style-type: none"> • New Tyler Technologies Energov Permit System – Core Go Live: 1/2022 • Planning & Public Works / Health Unable to Participate as Planned Due to Pandemic • Completed Conversion of Historic Data: 12/2022 	<p>2022 [Done]</p> 
<p>New Permit System – Phase II – Post Go Live</p> <ul style="list-style-type: none"> • Piloted On-line Submission of Basic Permits – Mechanical, Plumbing and Encroachment • Working on E-Reviews, Citizen Access Portal, On-line Payment • Configured System for New 2-Year Extension Legislation – 4/20/2024 • Opened Citizen Access Portal – 2/3/2025 (Basic Permit Applications, Payments, Inspection Requests, Permit Status,..) 	<p>2022–2025 [Active]</p> 
<p>New Permit System – Migration to Cloud</p> <ul style="list-style-type: none"> • Migrate On-Premises System to the Tyler Technologies Cloud • Required in Order to Implement Environmental Health Module • Contract with Tyler Technologies in Place / Project Scheduled for April – June 2025 	<p>2024-2025 [Active]</p> 
<p>New Permit System – Phase III – Environmental Health</p> <ul style="list-style-type: none"> • Incorporate Environmental Health – Food Safety, Onsite Septic, Water, Solid Waste • Contract to Implement Environmental Health Permits – In Progress 	<p>2024-2025 [Active]</p> 

General Government Large Projects



Recent Success

- Upgraded Auditor Recording System (7 Servers)03/2024
- Lifecycle Replacement of 15 Assessor Field Tablets07/2024
- Upgraded Assessor Treasurer System (9 Servers)09/2024
- Transition to New Medical Examiner.....09/2024
- Council Chambers Audio Visual Enhancements12/2024
- Migrate Assessor System Mobile Data Sync to New Vendor.....01/2025

Current Projects

New Assessor Projects	2024-2025
<ul style="list-style-type: none"> • Rapid Pilot of C3.AI – 3Q2024 • Rapid Deployment of Street Imagery Capture (CycloMedia) – 4Q2024 • Rapid Deployment of Online Property Information Portals (SpatialEst) – 4Q2024 • Rapid Deployment of Senior Exemption Online Submission (Just Appraised) – In Progress 	[Active]

General Government Large Projects

<p>HR – Human Resources Information System</p> <ul style="list-style-type: none"> • General Support to HR as they Implement the New NeoGov System • Current Module Go Lives: Recruitment (9/22), Onboard (6/24) • Planned Module Go Lives: Perform (5/25), Learn (7/25) • Specialized IT Support: Single Sign-On Prior to Perform Go Live – 1Q2025 	<p>2022-2025</p> <p>[Active]</p> 
<p>Upgrade JD Edwards (JDE) Financial System – Phase I</p> <ul style="list-style-type: none"> • Upgrade Current Oracle JDE World System to Oracle JDE EnterpriseOne (E1) • Core Project Team: Finance, HR, IT, Treasurer, Public Works, Executive’s Office • Implementation Consultant Kick-Off: February 2023 • Core Go Live: 1/1/2025 • Post Go Live Support - 2025 	<p>2023 - 2026</p> <p>[Active]</p>  <p>\$3M</p>
<p>New Budgeting Software</p> <ul style="list-style-type: none"> • Identify and Contract for Budgeting Software to Replace “Home Grown” BPA • Integration with JD Edwards 	<p>2025</p> <p>[Planning]</p>

General Government Large Projects - Moves

<p>General Move Support</p> <ul style="list-style-type: none"> • District Courtroom #1 ADA Remodel (Court Audio Visual System Protection) – 10/2024 • State Street: Medical Examiner Move from Courthouse Basement – 11/4/2024 • State Street: Emergency Medical Services Move from E. Chestnut – 11/15/2024 • State Street: Health Response Systems Division Move from E. Chestnut – 12/6/2024 • Clerk Conflict Attorneys to Courthouse Basement – 11/18/2024 • Parks: Extend County Network to Parks Annex – Included Mitel, Network Switch, UPS, etc. – 12/5/2024 • Prosecutor Cubicle Expansion (Felony Area) – 12/16/2024 	<p>2024 [Done]</p>
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<p>General Move Support</p> <ul style="list-style-type: none"> • Superior Court: New 513 Courtroom: New Court AV System Install – Week of 2/3/2025 • Superior Court: New 514 Office Space for Judge Freeman and Staff – 2/2025 • Superior Court: New 3rd Floor Courtroom (IT Suite) - 2025 • IT: 400 N. Commercial & Courthouse Basement Remodel – 3/2025 • Prosecutor: Domestic Relations Group Move to Bellingham Towers (State Network) – 3/2025 • Prosecutor: Front Office Remodel - 2025 • Health: Didgwalic Wellness Center Setup in Division Street - 2025 • Health: Unity Expansion – Move Staff from Civic (All) and Girard (Some) • Health: Girard “Shuffle” Following Move to Unity - 2025 • Health: E. Chestnut - 2025 • Assessor: Front Area Remodel - 2025 • Public Defender: 1st Floor Improvements in Central Plaza – 2025 • New NW Annex Campus Buildings - Planning • New Jail and Behavioral Health Center / New Sheriff’s Office - Planning 	<p>2024-2025 [Active] & [Planning]</p>
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IT Move to 400 North Commercial



- IT Staff to Vacate Courthouse 3rd Floor for New Superior Court Courtroom
- ~20 Staff to Move to Small Former Attorney Building North of Civic Building
- ~ 9 Staff to Use IT Courthouse Basement Space
- Move to Occur Over Next 30 to 45 Days