Information Technology Update to Whatcom County Council

by Perry Rice – IT Manager
March 8, 2022

Overview

- **IT Response to Recent Challenging Events**

- **Large Projects Update**

    - **Countywide:** Benefits All Departments
    - **Criminal Justice:** Courts, Prosecutor, Public Defender, Sheriff
    - **Land & Infrastructure:** PW, Planning, Parks, Health, …
    - **General Government:** Assessor, Auditor, Treasurer, Council, …

- **Cyber Security – "Generalized Update"**

- **Questions**

IT Response to Covid-19 – Summary – July 2021

- **Technology for Incident Command - Health, Sheriff and WUC**
  - ✓ Computers, Printers, Networking, Video Conf., Web Cams, Flat Panels, Tele, E-Mail, Web, GIS, …
  - ✓ State Street, EOC, Civic Field Test Site, Mobile Test Sites, Byron Ave, …
- **Remote Workers**
  - ✓ 326 New Laptops & 245 New Virtual Private Network (VPN) Accounts
  - ✓ 150 GoToMyPC licenses for Remote Access to County Computers
- **Video Conferencing**
  - ✓ Deployed 45 GoToMeeting Video Conferencing Licenses for All Departments & WUC
  - ✓ Deployed 50 Zoom Video Conferencing Licenses for Specialized Needs
  - ✓ Setup Virtual Meetings for Large Meeting Bodies: Council, Planning Commission, Hearing Examiner, …
- **Court Technologies**
  - ✓ Integrated Court Audio Visual Systems and with Zoom for Hybrid Court Proceedings
  - ✓ Setup "Temporary" Courtroom in Courthouse #513/#514 – Network, Laptops, Web Cams, Flat Panels
  - ✓ Setup "Virtual" Courtroom in District Court
  - ✓ Livestream District Court Proceedings to YouTube for Remote & Public Access
  - ✓ Setup Council Chambers for Jury Selection and Public Viewing of Court Proceedings As Needed
  - ✓ Deployed Video Conferencing System in Main Jail for Public Defender to Confidentially Confer with Clients
- **Presidential Election Technologies**
  - ✓ Setup Council Chambers as Additional Auditor's Office Space to Assist Large Volume of Citizens
  - ✓ Self-Serve Lobby Kiosks in Auditors Office
  - ✓ 5 Cameras in Election Center Livestreaming Ballot Counting Process to YouTube for Public Access
- **Other Digital Advancements**
  - ✓ MS Bookings Online Appointment Systems for Assessor, Treasurer, Auditor and PDS / MS Groups for Collaboration
  - ✓ Electronic Contract Routing Using DocuSign / Online GIS (Tax Parcel Viewer, Travel Planer), Electronic Pay Stubs

Recent 6-Months

- **COVID-19 Delta & Omicron Surges**
  - Increased Support for Remote Workers: Laptops, 2nd Monitors, Virtual Private Network Accounts, Tele …
  - Continued Expansion and Support of Countywide Video Conferencing
  - New Confidential Video Conferencing System in Jail Work Center for Public Defender to Confer with Clients
  - Streamlined District Court Remote Court Proceedings – Zoom Permalinks and Calendars Online
  - Integrated Council Chambers Audio Visual System with Zoom as a "Start" for Hybrid Meetings

- **2021 Flood Response**
  - Supported Sheriff's Office Emergency Management and Public Works
  - **Response:** Technologies for Incident Response – E-Mail Accounts, Networking, Laptops, GIS Mapping, etc.
  - **Damage Assessment:** Laptops, Web Forms, GIS Geocoding of Addresses, FEMA Submitals
  - **Long Term Recovery:** GIS Support

- **High Volume of County Staffing Additions & Transitions**
  - On Boarded ~ 25 American Rescue Plan Act (ARPA) Funded Positions
  - On Boarded Flood Response Positions
  - On Boarding ~ 17 Positions for the SeaMar GRACE\LEAD Program Transfer to the Health Department
  - "Great Resignation" – High Volume of Countywide Employee Departures and New Hires

- **Supply Chain Issues**
  - "Everything" Takes Longer. 3 to 6-Month Delays in Equipment is Common. Lots of Partial Shipments.

- **Worldwide Events**
  - Anticipating Increased Cyber Incidents

2021/2022 – Countywide Large Projects

- **Lifecycle Replacement of Computers**   *(Delays - COVID-19)*   Multi-Year **[ACTIVE]**
  – 1,180 Computers over 6-Years (2017 – 2022)
  – Replaced 1,075 to Date
  – Completed Replacing Public Works Computers (132) – 1/2022
  – Currently Replacing Facilities (30), PDS (52) and Juvenile Court (32) Computers to Complete Project
  – ~$2 Million

- **Public WiFi Network Upgrade**   *(Delays - COVID-19)*   Multi-Year **[ACTIVE]**
  – Improve Connectivity and Performance of Public WiFi in County Government Buildings
  – Phase I   : Redesigned Public Network to Reduce Congestion   – 4Q2021
  – Phase II : New WiFi Equipment for Courthouse, Public Safety, Central Plaza   – 2Q2022
  – Phase III : New WiFi Equipment for Remainder of County Buildings   –   2022
  – ~$75k

- **COVID-19 "Re-Opening" Support**   2Q2022 **[ACTIVE]**
  – Assist Departments with Technologies to Re-Open
  – Assist As Needed with Revisions to Phone Messages, Web, Equipment Moves, Network, etc.

- **Countywide Network Copier Upgrades**   *(Delays - COVID-19)*   2Q2022 **[ACTIVE]**
  – Replace 32 Network Copiers Across "All" County Departments
  – Lease Renewal Agreements in Place – 3/2022

- **Microsoft Office365 Additions**   *(Delays - COVID-19)*   2022 **[PLANNED]**
  – Cloud Based Storage
  – Collaboration Software

2021/2022 – Countywide Large Projects (Continued)

- **Public Website & Document Accessibility Enhancements**   2022 **[ACTIVE]**
  - Continue to work with Dept. Content Editors to Improve Accessibility Using Website Content Accessibility Guidelines (WCAG)
  - Common Issues:
    - Scanned PDFs that are Not Machine Readable
    - Document Images without Alt Text – Logos, Signatures, Pictures
    - Document Structure – Headings, etc.

- **Public Website Upgrade**   2022 **[PLANNING]**
  - First Upgrade of CivicPlus Hosted Website Since 2015 Implementation
  - Moving from Current Platform (Engage) to New Platform (Evolve)
  - Improved Performance & Features
  - Lite Redesign
  - Currently Testing New Platform (Evolve) Prior to Contracting
  - ~$121k

2021/2022 – Criminal Justice Large Projects

- **Replace Public Defender Case Management System** *(Delays - COVID-19)*   2022 **[ACTIVE]**
  - Replace Current Beyond "End of Life" System
  - Contract In Place with Justice Works for defenderDATA Prime System
  - Exploring Options for Body Worn Camera Storage and Integration
  - Implementation Kick-Off – 4/1/2022

- **Replace Prosecutor Case Management System** *(Delays - COVID-19)*   2022 **[ACTIVE]**
  - Replace Current Beyond "End-of-Life" System
  - Issued Request for Proposal (RFP) – 3/2/2022

- **Replace Juvenile Case Management System** *(Delays - COVID-19)*   2022 **[ACTIVE]**
  - Replace Current "End-of-Life" System
  - State Approved Request for Use of Supervision Module (2019)
  - State \ Tyler Technologies Making Modifications to Odyssey Supervision Module

- **District Court Case Management System Upgrade**   2024 **[PLANNING]**
  - WA Admin. Office of Courts Statewide Upgrade to Tyler Odyssey
  - Scanning of Court Paper Case Files In Advance of Implementation (2022+)
  - Verify System Requirements, Procure and Deploy Additional Equipment (2023)

2021/2022 – Criminal Justice Large Projects (Continued)

- **Sheriff's Office Mobile Data Computer Replacement** *(Delays - COVID-19)*   2022 **[ACTIVE]**
  - Lifecycle Replacement of ~100 End-of-Life Panasonic Toughbooks
  - Windows 10, Vehicle Dock/Mount, 2 Factor Authentication
  - 84 Panasonic Semi-Ruggedized Toughbooks Deployed to Date
  - >$400k

- **New Electronic Medical Records (EMR) System for Corrections**   8/9/2021 **[DONE]**
  - Implemented Health Secure Software & 15 Laptops for Jail Medical

- **Sheriff's Office Records Management System Upgrade**   1/11/2022 **[DONE]**
  - Upgrade of Motorola Spillman Flex Software from 2020.3 to 2021.4

- **Sheriff's Office Body Worn Cameras**   1/2022 **[SUBSTANTIALLY] [DONE]**
  - Implemented 75 Body Worn Cameras for Uniformed Patrol – 1/2022
  - Contracting In Progress for Additional Body Worn Cameras

- **Upgrade Interview Room Camera System**   2022 **[ACTIVE]**
  - Comply with Legislative Mandates
  - Contracting In Progress

- **Sheriff's Office Online Crime Reporting Replacement** *(Delays - COVID-19)*   2022 **[PLANNING]**
  - Replace "Custom" Software with Commercial Off-the-Shelf Software

2021/2022 – Land & Infrastructure Large Projects

- **New Permit System**   *(Delays - COVID-19)*   *Multi-Year*
                                                                  [ACTIVE]
  - Replace Current "End-of-Life" System
  - Permitting System for Planning, Public Works and Health
  - Contracted with Tyler Technologies for EnerGov Software & Implementation
  - Implementation for Health Deferred to Subsequent Phase Due to COVID-19

  - Phase IA: Core System Go Live for Planning & PW: 1/26/2022
    - Permit Configuration
    - Data Conversion
    - Purchase & Start Deploying Tablet Field Devices
    - 3-Weeks of End User Training & 2-Weeks of Go Live Efforts
  - Phase IA: Post Go Live   1Q2022
    - Post Go Live Permit Configuration and Troubleshooting
    - Additional Data Conversion
  - Phase IB: Citizen Web Portal (Simple)   2Q2022
  - Phase IC: E-Reviews & Citizen Web Portal Additions   3Q2022

  - Phase II: Health   (To Be Determined)

  - $1.6 Million Overall Budget

2021/2022 – Land & Infrastructure Large Projects (Continued)

- **Public Works Online GIS – County Travel Planner**   6/2021 **[DONE]**
  – Deployed Online Web GIS Application – County Travel Planner
  – Construction Projects, Bridge Information, Snow Priority Roads

- **New Emergency Road Closure Application**   2/2022 **[GO LIVE]**
  – Extend New Online Web GIS County Travel Planner Application
  – Include Emergency Road Closures

- **Replace State Road Asset Management System**   12/2021 **[GO LIVE]**
  – State County Road Administration Board (CRAB)
  – Replacement of 15-Year Old Road Asset Software for Annual Reporting
  – New GIS-Mo Asset Management System is GIS Based

- **Update of Countywide Aerial Imagery – Spring 2022 Flight**   2022 **[ACTIVE]**
  – Work with 17+ Regional Partners to Cost-Share Imagery (Cities, Tribes, PUD, Port, COG, etc.)
  – Contract with Pictometry – 12/2021
  – Acquire, Process, Review and Distribute to Partners
  – ~$165k

2021/2022 – General Government Large Projects

- **Upgrade JD Edwards (JDE) Finance \ HR System**   *(Delays - COVID-19)*   Multi-Year **[ACTIVE]**
  - Project Team: Finance, HR, IT, Treasurer, Public Works, Executive's Office
  - Soft Resources Consulting Firm Selected from RFP to Assist Team
  - Reviewed Soft Resources Reports and Determined JDE Upgrade to be Most Viable Option
  - Gap Project: Electronic Timekeeping Demo's In Progress
  - Gap Project: New HR Recruitment Software Under Contract
  - Project Team Working on RFP for JDE Implementation Partner
  - <u>Initial</u> Project Budget Established with $1.75 Million

- **GIS Support for Redistricting**   2022

- **Upgrade of Auditor Recording System**   *(Delays - COVID-19)*   2022 **[ACTIVE]**
  - Lifecycle Replacement of 7 Servers

- **Upgrade of Assessor Treasurer System**   2022
  - Lifecycle Replacement of 8 Servers

- **Tenant Improvements – Computer & Network Support**   2021/2022 **[ACTIVE]**
  - Crisis Stabilization Facility Expansion   - Done 4Q2021
  - 600 Dupont (Public Defender -> WSU Ext.)   - Basic Setup Complete 12/2021
  - Civic Center Improvements   - In Progress
  - 800 E. Chestnut (GRACE\LEAD Program)   - In Progress - Main
  - Northwest Annex Redevelopment Planning   - Planning

Cyber Security – "Generalized" Update

- **Cyber Security – Recent Achievements**   Multi-Year

  - **Continued: Department of Homeland Security (DHS) Vulnerability Scanning**

  - **Continued: Use of New Anti-Virus Desktop Software**

  - **Continued: Protection for E-Mail System**
    - Council Provided Funding to Continue Advanced Threat Protection on Ongoing Basis – 2020

  - **Continued: Network Monitoring**
    - County Auditor Sponsored & Secretary of State Funded Intrusion Detection System - 2020

  - **Continued: Enterprise Backup System**
    - Council Provided Funding for Lifecycle Replacement of Enterprise Backup System - 2020

  - **New: Vulnerable Legacy Servers Reduced**
    - Over Past Two Years 38 Old Vulnerable Servers Replaced with New Servers

  - **In Progress: Employee Security Awareness Training (Phishing Simulation)**

  - **In Progress: Two Factor Authentication**
    - Implement Two Factor Authentication for Remote Access to Network – 2Q2022

  - **Planned: Replace "Some" Network Firewall Components**

Remote Council Meetings Update

- **Pre-Pandemic**
  - Videographer Used Two Cameras and Manually Focused on Councilmembers
  - Videographer Live Streamed to Granicus Insight & County YouTube Channel
  - Videographer Recorded, Edited and Published Meeting on County YouTube Channel

- **Pandemic – 2020/2021**
  - Discontinued Use of Videographer
  - Procured and Configured Zoom Webinar
  - Laptop #1 Setup to Join Zoom and Livestreamed to Granicus Insight
  - All Councilmembers, Presenters and Citizens (Audio Only) Remote

- **Hybrid Meeting Preparation – 2021/2022**
  - Consultation \ Quote from Chambers A\V System Vendor (Dimensional)
  - Laptop #2 Setup to Integrate Chambers A\V System via FocusRite Device with Zoom
  - Laptop #3 Setup to Capture Camera View of Dais in Zoom
  - Successfully Used for New District Court Judge & Councilmember Oath of Office
  - Supplemental Budget Approval of $41k to Pursue Dimensional Quote – 12/2021
  - Councilmember Test of Hybrid Committee Meetings – 3/8/2022
  - Discuss Advantages and Disadvantages of Dimensional Quote

Questions