

AB2019-610  
12/3/2019  
Finance Committee  
From Perry Rice (I.T.)



# Information Technology Update to Whatcom County Council

by Perry Rice – IT Manager  
December 3<sup>rd</sup>, 2019

# Overview

---

- **2<sup>nd</sup> of 2 IT Updates to County Council in 2019**
  - June
  - December
- **Cyber Security – “Generalized Update”**
- **2019/2020 Biennium – Large Project Update**
- **Questions**

# Cyber Security – “Generalized” Update

---

- **Cyber Security** Multi-Year
  - **Significant Focus on Advancing Our Cyber Security Over the Past Year**
  - **Department of Homeland Security (DHS): Cyber Security Services**
    - DHS Offers Complimentary Services to Assist State, Local and Tribal Government
    - Regular Scanning and Reporting on Internet-Facing Devices Started in **January**
  - **New Protection for E-Mail System**
    - E-Mail is the #1 Vector for the Delivery of Malware
    - Added New Advanced Threat Protection Module to E-Mail System in **April**
    - System Scans E-Mail Attachments and Links – Less Malspam Getting Delivered to Users
  - **New Vulnerability Scanning**
    - Acquired New Software to Scan Devices on Our Internal Network for Vulnerabilities
    - Internal Vulnerability Scanning Pilot Started in **April**
  - **New Anti-Virus Desktop Software**
    - Completed the Deployment of New More Robust Anti-Virus Software in **July**
  - **Enterprise Backup System Protection**
    - Confirmed Ransomware Protection Enabled in Enterprise Backup System in **July**
  - **Cyber Insurance**
    - WA Counties Risk Pool Cyber Insurance – Claim Limit “Doubled” in **October**

# 2019/2020 – Countywide Large Projects

- **Lifecycle Replacement of Computers** Multi-Year  
[ACTIVE]
  - Replacing 1,100 Computers over 4-Years (2017 – 2020)
  - Replaced 515 in 2017, 2018, 2019 to Date (See Windows 10 / Office 2019 Below)
  - ~\$2 Million
- **Microsoft Active Directory Software and Server Upgrade** 1Q2019  
[DONE]
  - Manage User ID's, Passwords, File Shares, etc.
  - ~\$30k
- **Microsoft “Push” Software and Server Upgrade** 2Q2019  
[DONE]
  - Upgrade Microsoft System Center Configuration Manager (SCCM)
  - Pushes Software to Workstations & Manages New Antivirus Software
  - Provides “In Place” Operating System Upgrade Functionality
  - ~\$40k
- **Upgrade to Microsoft Windows 10 / Office 2019** 2Q2020  
[ACTIVE]
  - Migrate all Desktop and Laptop Computers to Windows 10 / Office 2019
  - Preparation – Active Directory & SCCM – DONE – 3Q2019
  - Pilot Deployment – IT (34 Computers), EX (11), HR (14) – DONE – 3Q2019
  - Phase I Deployment – TR (18), CO (19), FN (16), SH Toughbooks (90), AU (37), AR (36)
  - Phase II - PA, PD, SH, DC, DP / Phase III - HL, PK, PL, PW, FM, SC, JC

# 2019/2020 – Countywide Large Projects (Continued)

---

- **iSeries Mid-Range Server Replacement** 06/10/2019  
[DONE]
  - Replace End-of-Life Server
  - Runs Finance\HR System, Prosecutor & Public Defender Case Mgmt. Systems
  - \$225k
- **Telecommunications Platform Upgrade** 1Q2020  
[ACTIVE]
  - MiTel Aquired ShoreTel in 2017
  - Migrate ShoreTel System to MiTel Platform
  - \$30k
- **Enterprise Backup to Disk System Replacement** 4Q2020  
[PLANNING]
  - Replace Current Backup to Disk System
  - Essential for Data Protection \ Cyber Security Recovery
  - \$160k
- **Public Website Update** 2020  
[ACTIVE]
  - Enhancements to our Public Website Hosted by CivicPlus
  - Health Department Website Refresh – Navigation & Content
  - Accessibility & Analytics (SiteImprove)
  - Platform Upgrade
  - Redesign
  - ~\$60k

# 2019/2020 – Criminal Justice Large Projects

---

- **Replace Court Audio Visual Systems** 1Q2020  
[ACTIVE]
  - Upgrade JAVS Systems in Superior Court (SC) & District Court (DC)
  - Include Video Conferencing to Remote Jails During Main Jail Repairs
  - DC#3 [DONE – 2/2019]
  - DC#1, DC#2, SC#5A [DONE – 8/2019]
  - Jail Work Center Courtroom [Install Scheduled for Week of 12/9/2019]
  - Main Jail In-Custody Courtroom [Contract In Place – Install TBD]
  - SC#4 [Planning]
  - ~\$250k
- **Replace Juvenile Case Management System** 1Q2020  
[ACTIVE]
  - Replace Current “End-of-Life” System
  - WA Administrative Office of Courts Approved Request for Use of Supervision Module – 9/19
  - Working to Implement State Provided Tyler Odyssey Supervision Module
- **Replace Prosecutor Case Management System** 2020  
[ACTIVE]
  - Replace Current “End-of-Life” System
  - Joint Prosecutor / Public Defender / IT Presentation Planned for January
- **Replace Public Defender Case Management System** 2020  
[ACTIVE]
  - Replace Current “End-of-Life” System
  - Joint Prosecutor / Public Defender / IT Presentation Planned for January

# 2019/2020 – Criminal Justice Large Projects (Continued)

- Sheriff’s Office Mobile Data Computer Replacement** 2020  
[ACTIVE]

  - Lifecycle Replacement of 85 End-of-Life Panasonic Toughbooks
  - 57 Panasonic CF-54 Semi-Ruggedized Toughbooks Ordered / Received
  - Pilot Deploy – Windows 10, Vehicle Dock/Mount, 2 Factor Authentication
  - ~\$400k
  
- Sheriff’s Office Records Management System Updates** 2019/2020  
[ACTIVE]

  - Spillman Update to Version 2019.1 [Done – 5/2019]
  - Spillman New Modules: Inmate Discipline & Mobile Forms
  
- Sheriff’s Office Corrections – Jail Web Pages** [3Q2019]  
[DONE]

  - Enhanced “Popular” Jail Booking Web Pages
  
- Sheriff’s Office Online Crime Reporting Upgrade** 1Q2020  
[PLANNING]

  - Replace “Custom” Software with Commercial Off-the-Shelf Software
  
- Sheriff’s Office Citizen Crime Statistics** 4Q2019  
[ACTIVE]

  - Online Crime Statics and Mapping (Comstat & Community Dashboard)
  
- New Electronic Health Records System for Corrections** 2020  
[ACTIVE]

  - Request for Proposal (RFP) Evaluation of Vendors In Progress
  
- Sheriff’s Office Body Worn Cameras** 2020  
[ACTIVE]

  - Demo’s and Trials In Progress

# 2019/2020 – Land & Infrastructure Large Projects

---

- **Land Records Geographic Information Systems (GIS)** 2019  
[ACTIVE]
  - Assessor’s Office to Use GIS as Official Tax Map
  - Contract with Bruce Harris & Associates for Data Conversion [Done 5/2019]
  - Working on GIS Parcel Data Maintenance “Catchup”, Workflows & Publishing
  - Requirement for New Permit System & Web GIS
  - \$795k
- **GIS Addressing** 2019  
[ACTIVE]
  - Place Address Point on Primary Structure on Map
  - Partnership with County Fire Districts, Municipalities, and WHAT-COMM 911
  - Properties with Single Address Points (87,496) [Done 6/2019]
  - Properties (Unincorporated) Containing Multiple Address Points (~9,000) [Done 9/2019]
  - Automation and Future Data Maintenance Plan
  - Requirement for New Permit System & New Voter Registration System
- **Update of Countywide Aerial Imagery** 2019  
[ACTIVE]
  - Contract with Pictometry to Acquire Imagery Signed 11/2018
  - 17 Regional Partners (Cities, Tribes, PUD, Port, COG, etc.)
  - Acquisition Complete & Imagery Processing, Review and Partner Distribution In Progress
  - \$164k



## 2019/2020 – Land & Infrastructure Large Projects (Continued)

---

- **New Permit System**

1Q2020  
[ACTIVE]

- Replace Current “End-of-Life” System
- Contract with Tyler EnerGov Signed 11/2017

– Phase 1: Initiate & Plan - Done 2018

– Phase 2: Assess & Define - Done 6/2019

- Document~ 100 Permit Workflows
- System Deployment (7 Servers)
- Data Conversion Planning
- Integration Planning

– Phase 3: Build & Validate - In Progress

- System Configuration
- Data Conversion from TideMark, Health Envision Connect and Health WHAMO
- 50 Power Users from PDS, PW, Health and IT Trained over Two Weeks (10/2019)

– Phase 4: Verification & User Acceptance Testing - In Progress

- Phase 5: End User Training
- Phase 6: Production Cut Over
- Phase 7: Project Closure
- \$1.6 Million Overall Budget

# 2019/2020 – General Government Large Projects

- **Countywide Agenda Management**

- Core System Go Live – Done – 1/2019
- System Refinement – In Progress
- Data Migration of Historic Agenda Bills In Progress
- \$72k

2019  
[ACTIVE]

- **New Statewide Voter Registration System**

- Auditor’s Office Used New VoteWA System for August Primary and November General Elections

3Q2019  
[LIVE]

- **Tenant Improvements – Computer & Network Support**

- Emergency Medical Services – East Chestnut Building – Done 1Q2019
- Facilities Management – Williamson Way Building – Done 2Q2019
- New Election Center – Courthouse – Done 3Q2019
- New Law Library – Courthouse – Done 3Q2019
- Center Shop 2<sup>nd</sup> Floor / Jail Work Center Courtroom

2019  
[ACTIVE]

- **Emergency Medical Services Electronic Patient Care Reporting**

- Contract with ImageTrend Signed - 2/2018
- Regional System Live Across 13 Agencies – 8/2019
- \$143k

3Q2019  
[LIVE]

- **New Enterprise Resource Planning (ERP) System**

- Replace or Upgrade JD Edwards Finance \ HR System
- Soft Resources Consulting Firm Selected from RFP & Requirement Workshops to start 1Q2020
- Initial Project Budget Established with \$1.75 Million - 11/2018

Multi-Year  
[ACTIVE]

# Questions

---