



Information Technology Update to Whatcom County Council

by Perry Rice – IT Manager
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Overview

- **15 Minutes**

- **Large Technology Projects Update**
 - **Countywide:** Benefits All Departments
 - **Criminal Justice:** Courts, Prosecutor, Public Defender, Sheriff
 - **Land & Infrastructure:** PW, Planning, Health, ...
 - **General Government:** Assessor, Auditor, Treasurer, Council, Executive, ...

- **Very Busy!!!**
 - **Backlog of Projects Delayed During the Pandemic**
 - **Growth of County Departments**
 - **Beginning of New Biennium & Newly Funded Projects**

Countywide Large Projects

Lifecycle Replacement of Computers – 2017 to 2022	2022
<ul style="list-style-type: none"> • Target is 5-Year Replacement Lifecycle • Replaced ~ 1,180 Computers and Upgraded to Windows 10 and Office 2019 	[DONE] \$2M
Lifecycle Replacement of Computers – 2023 to 2027	2027
<ul style="list-style-type: none"> • County Growth Has Increased Computers to > 1,400 • Replace Computers with Windows 11 and Office 2021 	[Planning] \$3M
Lifecycle Replacement of Data and Tele Network Switches	2023
<ul style="list-style-type: none"> • Lifecycle Replacement of ~65 Cisco Data Switches (8-Years Old) • Lifecycle Replacement of ~45 Mitel Telecommunications Switches (8-Years Old) • Backbone Network Upgrade from 1Gbps to 10Gbps 	[Planning] \$550K
Lifecycle Replacement of Enterprise Storage System	2023
<ul style="list-style-type: none"> • Lifecycle Replacement of Countywide Network Storage System (7-Years Old) 	[Planning] \$100K



Countywide Large Projects - Security

Public Website Security	2023
<ul style="list-style-type: none">Upgraded Whatcom County CivicPlus Hosted Website to More Secure Platform	[Done]
Lifecycle Replacement of Network Firewall	2023-2024
<ul style="list-style-type: none">Lifecycle Replacement of Network Firewall (6-Years Old)Need to Keep Firewall Technology Current to Keep Up With Cyber Threats	[Planning] \$220K
Multi-Factor Authentication for Network Access	2023-2024
<ul style="list-style-type: none">Subscribe to and Implement Multi-Factor Authentication for Remote Access to NetworkRequired to Continue to Qualify for Cyber Insurance Fall of 2023	[Planning] \$17K Ongoing
Security Information and Event Management Solution	2023-2024
<ul style="list-style-type: none">System to Collect and Analyze Event Logs for Swift Response to Cyber Attacks	[Planning] \$20K Ongoing
Lifecycle Replacement of Enterprise Backup System	2024
<ul style="list-style-type: none">Replace Current Backup to Disk SystemBackup System Considered Essential to Security (Recovery of Data After a Security Event)	[Planning] \$220K

Countywide Large Projects

Public Records Request Software	2023
<ul style="list-style-type: none">• Software to Streamline the Management of Countywide Public Records Requests• Public Records Requests Increased from 2,731 in 2020 to 3,118 in 2021	[Planning] \$85K Ongoing
Enhanced Citizen Digital Communications Platform	2023
<ul style="list-style-type: none">• Digital Communications Software Platform to Better Inform and Engage Citizens• Simultaneously Message with Citizens Via E-Mail, Txt, Social Media and Web Feeds	[Planning] \$20K Ongoing
Implement Microsoft 365 Additions	2023
<ul style="list-style-type: none">• Professional Services to Assist IT Staff Setup Additional Microsoft Tools• One Drive, Teams, etc.	[Planning] \$50K
Web – Light Redesign	2023
<ul style="list-style-type: none">• Light Redesign of CivicPlus Public Website Implemented in 2015	[Planning]
Web – Accessibility Enhancements	2023
<ul style="list-style-type: none">• Online Tool that Dynamically Masks Website Accessibility Issues Almost Immediately	[Planning]
Web – Forms Enhancements	2024
<ul style="list-style-type: none">• Identify and Purchase an Enhanced Online Forms Tool to Improve Web Forms	[Planning]


Criminal Justice Large Projects

<p>Replace Public Defender Case Management System</p> <ul style="list-style-type: none"> • Replace Current Beyond “End of Life” System • Go Live of defenderDATA Prime System 11/2022 • Working of Post Go Live Items 	<p>11/2022 [GO LIVE] </p>
<p>Replace Prosecutor Case Management System</p> <ul style="list-style-type: none"> • Replace Current Beyond “End of Life” System • Implementation of PROSECUTOR by Karpel System Underway • Target Go Live = August 2023 	<p>2023 [Active] </p>
<p>Superior Court “Courtroom of the Future”</p> <ul style="list-style-type: none"> • Grant from State of WA Administrative Office of Courts for Water Adjudication • Implement State of Art Audio Visual System in New Courthouse Courtroom 	<p>2023 [Planning]</p>
<p>Replace Juvenile Case Management System</p> <ul style="list-style-type: none"> • Replace Current “End of Life” System • State of WA Administrative Office of Courts Approved Use of Statewide System • State & Tyler Technologies Making Modifications to Odyssey Supervision Module 	<p>2023 [Planning]</p>
<p>District Court Case Management System Upgrade</p> <ul style="list-style-type: none"> • Replace “Custom” Software with Commercial Off-the-Shelf Software • Increase Citizen Involvement to Allocate Officers to Higher Priority Calls 	<p>2024 [Planning]</p>


Criminal Justice Large Projects

Sheriff's Office Mobile Data Computer Replacement	12/2022
<ul style="list-style-type: none">• Lifecycle Replacement of ~105 End-of-Life Semi Ruggedized Laptops• Windows 10, Vehicle Dock/Mount, 2 Factor Authentication• Multi-Year Effort – 2019 – 2022 / Major Supply Chain Delays• >\$400k	[DONE]
Sheriff's Office Interview Room Audio Visual System Upgrade	12/2022
<ul style="list-style-type: none">• Upgrade Interview Rooms to Axon System – Cameras, Mics, Touch Panels and Server	[DONE]
Sheriff's Office & Juvenile Finger Print System Replacement	3/2023
<ul style="list-style-type: none">• Sheriff's Office Systems: Records (1), Main Jail (1), Jail Work Center (1)• Superior Court: Juvenile Detention Center (1)	[DONE]
Sheriff's Office Corrections Inmate Phone System Replacement	2023
<ul style="list-style-type: none">• Replace Existing Inmate Phone System / Includes Citizen Visitation• Contract in Place with ICSolutions	[Active]
Sheriff's Office Online Crime Reporting System Upgrade	2023
<ul style="list-style-type: none">• Replace "Custom" Software with Commercial Off-the-Shelf Software• Increase Citizen Involvement to Allocate Officers to Higher Priority Calls	[Contracting]

Land and Infrastructure Large Projects

New Permit System – Phase I		2023
<ul style="list-style-type: none"> • New Tyler Technologies Energov Permit System – Core Go Live: 1/2022 • Planning & Public Works • Completed Conversion of Historic Data: 12/2022 • Actively Working on Citizen Self Service Web Portal & E-Reviews 		[Active]
		
		\$2M
New Permit System – Phase II		2023-2024
<ul style="list-style-type: none"> • Incorporate Environmental Health – Food Safety, Onsite Septic, Water, Solid Waste 		
GIS Support for 2021 Flood		2021-2022
<ul style="list-style-type: none"> • Flood Response, Damage Assessment & Recovery 		
Online Web GIS Viewers		2022-2023
<ul style="list-style-type: none"> • Emergency Road Closure Viewer: Completed 2/2022 • Water Resources Inventory Area Viewer (WRIA I): In Progress • District Viewer – Federal, State and Council: In Progress 		[Active]
Update of Countywide Aerial Imagery – Spring 2022 Flight		2022-2023
<ul style="list-style-type: none"> • Cost Share with Cities, Tribes, PUB, Port, COG, etc. • 2022 Flight Imagery Not Acceptable. Vendor to Redo in Spring of 2023. 		[Active]
		\$170K
Upgrade Enterprise GIS System		2023
<ul style="list-style-type: none"> • Lifecycle Replacement of 4 Servers 		

General Government Large Projects

<p>Upgrade JD Edwards (JDE) Finance \ HR System – Phase I</p> <ul style="list-style-type: none"> • Upgrade Current Oracle JDE World System to Oracle JDE EnterpriseOne • Core Project Team: Finance, HR, IT, Treasurer, Public Works, Executive’s Office • Consultant in Place to Guide Implementation • Project Kick-Off: February 2023 • Target Go Live: January 2024 	<p>2023</p> <p>[Active]</p>  <p>\$3M</p>
<p>Upgrade Auditor Recording System</p> <ul style="list-style-type: none"> • Lifecycle Replacement of 7 Servers (\$100K) • Expand Storage Capacity to Increase Citizen Access to Historic Recorded Documents 	<p>2023</p> <p>[Active]</p>
<p>Upgrade Assessor Treasurer System</p> <ul style="list-style-type: none"> • Lifecycle Replacement of 8 Servers (\$187K) 	<p>2023</p> <p>[Active]</p>
<p>Council Chambers Audio Visual Enhancements for Hybrid Mtgs</p> <ul style="list-style-type: none"> • Add 3rd Projector & Screen / Upgrade Current Projectors • Add Fixed Cameras to Replace Temporary Tripods and Integrate with Zoom 	<p>2023</p> <p>[Active]</p>
<p>Lifecycle Replacement of Assessor Field Tablets</p> <ul style="list-style-type: none"> • Replace 15 Appraiser Apple iPad Pro field tablets with Ruggedized Cases 	<p>2023</p> <p>[Planning]</p>

General Government Large Projects

Health - Electronic Medical Records System (PeaceHealth)	2022-2023
<ul style="list-style-type: none"> Secure Connection to and Use of PeaceHealth’s Epic Electronic Medical Records System Phase I: Nurse Practitioner in Response Systems Division – 7/2022 Go Live Phase II: Communicable Disease and Epidemiology Division – 1/2023 Go Live Phase IIIa: Nurse Family Practitioner / Response Systems – 2023 	[Active]
Health Expansion: Grace \ Lead	2022
<ul style="list-style-type: none"> Absorb ~ 15 Grace\Lead Program Staff from SeaMar into Health Department in 45-Days Computers, E-Mail, Phones, Network, Internet, WiFi, FAX, ... 	[Done]
General Move Support	2022
<ul style="list-style-type: none"> Dupont Street – Public Defender Investigators & Then WSU Extension Health Moves – 4+ Moves of Health Department Staff – Civic, Girard, State 	[Done]
Health Expansion: ART \ Co-Responder	2022-2023
<ul style="list-style-type: none"> Onboarding ~ 9 New Employees to Health Response Systems Division Working on Technologies for Access to WHAT-COMM 911 Computer Aided Dispatch 	[Active]
General Move Support	2023
<ul style="list-style-type: none"> Division Street: Health Response Systems Division (Some) Unity Street: Health Staff from Girard (Some) Courthouse: Medical Examiner Temporary Location State Street: Various Health Staff, Medical Examiner & EMS to State Street After Remodel 	[Active]