Information Technology Update
to
Whatcom County Council

by Perry Rice – IT Manager
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Overview

- **IT Response to COVID-19**

- **Large Projects Update**

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

- **Questions**

IT Response to Covid-19 - Summary

- **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

2020/2021 – Countywide Large Projects

- **Telecommunications Platform Upgrade**   8/22/2020 **[DONE]**
  - MiTel Aquired ShoreTel in 2017
  - Migrate ShoreTel System to MiTel Platform
  - $30k

- **Enterprise Backup to Disk System Replacement**   11/20/2020 **[DONE]**
  - Replaced Current Backup to Disk System
  - Essential for Data Protection \ Cyber Security Recovery
  - $160k

- **Finance / HR System Upgrade**   11/23/2020 **[DONE]**
  - Upgrade JD Edwards (JDE) System to Latest Version (9.4)
  - $35k

- **Telecommunications Trunk Line Replacement**   5/10/2021 **[DONE]**
  - Migrated to New Lumen (CenturyLink) SIP Trunk Lines

2020/2021 – Countywide Large Projects (Continued)

- **COVID-19 "Re-Opening" Support**   2021
  [ACTIVE]
  - Assist Depts with Technologies to Re-Open
    (e.g. Hybrid Council Meetings, Online Appointment Software, etc.)
  - Continue Advancement of New Digital Technologies

- **Lifecycle Replacement of Computers** *(Delays - COVID-19)*   Multi-Year
  [ACTIVE]
  - Replacing 1,100 Computers over 5-Years (2017 – 2021)
  - Replaced ~900 to Date
  - Currently Replacing Public Works Department Computers
  - Plan to Replace Facilities, PDS and Juvenile Court Computers to Complete Project
  - ~$2 Million

- **Public WiFi Network Upgrade** *(Delays - COVID-19)*   Multi-Year
  [ACTIVE]
  - Upgrade Public WiFi Network
  - Improve Connectivity and Performance in County Government Buildings
  - Phase I   : Redesign Public Network to Reduce Congestion   – 3Q2021
  - Phase II : New WiFi Equipment for Courthouse, Public Safety, Central Plaza – 4Q2021
  - Phase III : New WiFi Equipment for Remainder of County Buildings   – 2022
  - ~$75k

2020/2021 – Countywide Large Projects (Continued)

- **Public Website Accessibility Enhancements**   11/2020
  - Standardized Color Contrast & Fonts Across Entire Website   **[DONE]**
  - Updated Google Translate Widget

- **Jail Web Page Enhancements**   3/4/2021
  - Updated High Traffic Jail Bookings, Releases and Roster Application   **[DONE]**
  - Improved Bail Amount Information

- **Public Website & Document Accessibility Enhancements**   2021
  - Working with Department Content Editors to Improve Accessibility   **[ACTIVE]**
    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
  - First Upgrade of CivicPlus Hosted Website Since 2015 Implementation   **[PLANNING]**
  - Moving from Current Platform (Engage) to New Platform (Evolve)
  - Improved Performance & Features
  - Lite Redesign
  - ~$80k

2020/2021 – Criminal Justice Large Projects

- **Replace Court Audio Visual Systems**   2020/2021
  [SUBSTANTIALLY]
  - Upgrade JAVS Systems in Superior Court (SC) & District Court (DC)   **[DONE]**
  - Included Video Conferencing Systems Critical for COVID-19 Operations
  - DC#1, DC#2, DC#3, SC#5A   [DONE – 2019]
  - DC#1, DC#2, SC#5A   [DONE – 2019]
  - Jail Work Center Courtroom   [DONE – 1/27/2020]
  - Main Jail In-Custody Courtroom [DONE - 3/17/2021]
  - SC#4   [ON HOLD – Conducting Court in #513/#514]
  - ~$250k

- **Replace Juvenile Case Management System** *(Delays - COVID-19)*   2021/2022
  [ACTIVE]
  - Replace Current "End-of-Life" System
  - WA Administrative Office of Courts Approved Request for Use of Supervision Module – 2019
  - Working to Implement State Provided Tyler Odyssey Supervision Module
  - Waiting for State to Re-Engage to Enter into a Contract for Supervision Module Changes

- **Replace Prosecutor Case Management System** *(Delays - COVID-19)*   2021/2022
  [ACTIVE]
  - Replace Current "End-of-Life" System
  - Request for Proposal In Progress

- **Replace Public Defender Case Management System** *(Delays - COVID-19)*   2021/2022
  [ACTIVE]
  - Replace Current "End-of-Life" System
  - Contracting In Progress

2020/2021 – Criminal Justice Large Projects (Continued)

- **Sheriff's Office Mobile Data Computer Replacement**   2020/2021 **[SUBSTANTIALLY]** **[DONE]**
  - Lifecycle Replacement of 85 End-of-Life Panasonic Toughbooks
  - Windows 10, Vehicle Dock/Mount, 2 Factor Authentication
  - 75 Panasonic Semi-Ruggedized Toughbooks Deployed to Date
  - ~$400k

- **Sheriff's Office Citizen Crime Statistics**   9/21/2020 **[DONE]**
  - Online Crime Statics and Mapping (Comstat & Community Dashboard)

- **Sheriff's Office Records Management System Upgrade**   12/16/2020 **[DONE]**
  - Server Replacement and Upgrade of Motorola Spillman Flex Software to 2020.3
  - ~$60k

- **New Electronic Medical Records (EMR) System for Corrections**   8/9/2021 **[TARGET GO LIVE]**
  - Implementing HealthSecure Software for Jail Medical
  - New Laptops for Medical Staff / Integration w/ Motorola Spillman

- **Sheriff's Office Body Worn Cameras**   2021 **[ACTIVE]**
  - Contract in Place with Axon, Equipment Deployed, Training In Progress

- **Sheriff's Office Online Crime Reporting Upgrade** *(Delays - COVID-19)*   4Q2021 **[PLANNING]**
  - Replace "Custom" Software with Commercial Off-the-Shelf Software

2020/2021 – Land & Infrastructure Large Projects

- **Land Records Geographic Information Systems (GIS)**   Multi-Year **[DONE]**
  - Assessor's Office to Use GIS as Official Tax Map
  - Contract with Bruce Harris & Associates for Data Conversion [Done 5/2019]
  - Transition from Mylar Map to Electronic GIS Map   [Done 3Q2019]
  - Assessor's Office / IT Deploy Online GIS Tax Parcel Viewer   [Done 10/2020]
  - Requirement for New Permit System
  - $795k

- **GIS Addressing**   Multi-Year **[DONE]**
  - 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 (Unincorp.) w/ Multiple Address Points (~9,000)   [Done 9/2019]
  - Automation and Future Data Maintenance Plan   [Done 2020   ]
  - Requirement for New Permit System & New Voter Registration System

2020/2021 – Land & Infrastructure Large Projects (Continued)

- **New Permit System** *(Delays - COVID-19)*
  10/18/2021
  [TARGET GO LIVE]
  - Replace Current "End-of-Life" System
  - Permitting System for Planning, Public Works and Health
  - Contracted with Tyler Technologies for EnerGov Software & Implementation
  - Phase IA Go Live: Planning & Public Works *(10/18/2021)*
    - Finalize Permit Configuration
    - Finalize Permit Reports
    - Finalize Data Conversion
    - Purchase / Deploy Tablet Field Devices
    - 3-Weeks of End User Training
    - 2-Weeks of Go Live Support
  - Phase IB Go Live: Citizen Self-Service Web Portal *(To Be Determined)*
  - Phase II Go Live: Health *(To Be Determined)*
  - $1.6 Million Overall Budget

2020/2021 – Land & Infrastructure Large Projects (Continued)

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

- **New Emergency Road Closure Application**   4Q2021
  - Extend New Online Web GIS County Travel Planner Application
  - Include Emergency Road Closures

- **Replace State Road Asset Management System**   2021
  - State County Road Administration Board (CRAB)   **[ACTIVE]**
  - 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**   2021/2022
  - Work with 17+ Regional Partners to Cost-Share Imagery   **[PLANNING]**
    (Cities, Tribes, PUD, Port, COG, etc.)
  - Contract with Vendor
  - Acquire, Process, Review and Distribute to Partners
  - $200k

2020/2021 – General Government Large Projects

- **New Enterprise Resource Planning (ERP) System** *(Delays - COVID-19)*   Multi-Year
  - Replace or Upgrade JD Edwards Finance \ HR System
  - Project Team Established in 2019 (Finance, HR, IT, Treasurer, Public Works, Executive's Office)
  - Soft Resources Consulting Firm Selected from RFP to Assist with Requirements
  - Soft Resources Conducted Requirements Workshops 2/2020
  - Project Placed on Hold – 4/2020 Due to COVID-19
  - Project Team Re-Assembled 6/2021
  - <u>Initial</u> Project Budget Established with $1.75 Million - 11/2018

- **Upgrade of Auditor Recording System**   2021/2022
  - Lifecycle Replacement of 7 Servers

- **GIS Support for Redistricting**   2021/2022

- **Tenant Improvements – Computer & Network Support**   2020/2021
  - Crisis Stabilization Facility Expansion
  - Civic Center Improvements
  - Northwest Annex Redevelopment Planning
  - …

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

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

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

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

  - **New: Vulnerable Legacy Servers Reduced**
    - Over Past Year 28 Old Vulnerable Servers Replaced with New Servers

  - **In Progress: WA Counties Risk Pool Funding for Employee Security Awareness Training (Phishing Simulation)**

  - **In Progress: Two Factor Authentication**

Questions