



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**

Countywide Large Projects - Infrastructure

Lifecycle Replacement of Computers – 2024 to 2028	2028
<ul style="list-style-type: none"> • County Growth Has Increased Computers from 1,200 in 2022 to 1,500 in 2024 • Replace Computers with Windows 11 and Office 2021 	[Planning] \$3M
Lifecycle Replacement of Enterprise Backup System	2024
<ul style="list-style-type: none"> • Replace Current Backup to Disk System (5-Years Old) • Outgrown Current Capacity (100 TB) • Backup System Considered Essential to Security (Recovery of Data After a Security Event) 	[Active] \$220K
Lifecycle Replacement of Enterprise Storage System	2024
<ul style="list-style-type: none"> • Lifecycle Replacement of Countywide Network Storage System (8-Years Old) 	[Planning] \$100K
Lifecycle Replacement of Data and Tele Network Switches	2024 - 2025
<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




Countywide Large Projects - Security

Multi-Factor Authentication for E-Mail Access		2024
<ul style="list-style-type: none"> • Implement Multi-Factor Authentication for Access to Office365 E-Mail • Key Change to Reduce E-Mail Account Compromises • Pilot Underway in IT, HR and Finance. Plan to Expand to All Departments by End of Year. 		[Active]
Multi-Factor Authentication for Remote Network Access		2024
<ul style="list-style-type: none"> • Implement Multi-Factor Authentication for Remote Access to Network • Required to Continue to Qualify for Cyber Insurance. Includes Employees and Vendors. 		[Active] \$17K Ongoing
Multi-Factor Authentication for Criminal Justice Systems		2024
<ul style="list-style-type: none"> • Implement Multi-Factor Authentication for All Systems that Access Criminal Justice Info. • New Federal Bureau of Investigation Requirement Starting 10/1/2024 		[Active]
Election Security & Support		2020 - 2024
<ul style="list-style-type: none"> • Actively Working with Secretary of State and Auditor's Office • Six Elections in 2024 Including the Presidential Election 		[Active]
Lifecycle Replacement of Network Firewall		2024
<ul style="list-style-type: none"> • Lifecycle Replacement of Network Firewall (7-Years Old) • Need to Keep Firewall Technology Current to Keep Up with Cyber Threats 		[Planning] \$220K

Countywide Large Projects

Web – Public Website Design Refresh	2/21/2024
<ul style="list-style-type: none"> Redesign of CivicPlus Public Website Implemented in 2015 	[DONE]
Web – Accessibility Enhancements	2024
<ul style="list-style-type: none"> Online Tool that Dynamically Masks Website Accessibility Issues Almost Immediately 	[Planning]
Enhanced Citizen Digital Communications Platform	2024
<ul style="list-style-type: none"> Implementing Granicus GovDelivery Software Digital Communications Software Platform to Better Inform and Engage Citizens Simultaneously Message with Citizens Via E-Mail, Txt, Social Media and Web Feeds 	[Active] \$20K Ongoing
Public Records Request Software	2024
<ul style="list-style-type: none"> Implementing Granicus GovQA Software Software to Streamline the Management of Countywide Public Records Requests Public Records Requests Increased from 2,725 in 2020 to 3,038 in 2023 	[Active] \$85K Ongoing
Implement Microsoft 365 Additions	2024
<ul style="list-style-type: none"> Microsoft One Drive (Online Storage) Pilot in IT Underway Microsoft Power Bi Pro (Data Analytics) Pilot in IT Underway Professional Services to Assist IT Staff Setup Additional Microsoft Tools – Teams, etc. 	[Active] \$50K

Criminal Justice Large Projects – Case Mgmt.

New Public Defender Case Management System	11/2022
<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	[GO LIVE] 
New Prosecutor Case Management System	8/2023
<ul style="list-style-type: none">• Replace Current Beyond “End of Life” System• Go Live of PROSECUTOR by Karpel System 8/2023• Working on Post Go Live Items. Workflows, Law Enforcement Portal, Reporting ...	[GO LIVE] 
Replace Juvenile Case Management System	2024
<ul style="list-style-type: none">• Replace Current “End of Life” System• Tyler Technologies Modifications to Odyssey Supervision Module Did Not Meet Needs• Exploring Upgraded Product from Current Vendor	[Planning]
District Court Case Management System Upgrade	2025?
<ul style="list-style-type: none">• Replace Current “End of Life” Statewide System• State Administrative Office of Courts (AOC) Statewide Implementation of Tyler Odyssey• Whatcom County District Court in Phase III	[Planning] 
Public Network Enhancement	2024 - 2025
<ul style="list-style-type: none">• Increase Reliability of Public Network in Courtrooms to Support New Electronic Case Management Systems.	[Active]

Criminal Justice Large Projects – SC & Clerk

Superior Court & Clerk - Water Adjudication	2024-2040?
<ul style="list-style-type: none"> • Court Process to Determine Legal Water Rights in the Nooksack Watershed • State Department of Ecology to File Petition in April/May 2024 • Upwards to 35,000 Participants • Need Technologies and Facilities to Support Large Scale Court Proceeding 	[Active]
Superior Court Clerk – E-Filing	2024
<ul style="list-style-type: none"> • Implement E-Filing in Statewide Superior Court Case Management System • E-Filing – Phase I: Limited to Civil, Probate and Water Adjudication Cases • E-Filing – Phase II: TBD 	[Active] 1st Filing 4/22/24
Superior Court – Court Audio Visual Recording Systems	2024
<ul style="list-style-type: none"> • Upgrade Audio Visual Recording System in Superior Court Dept. #4 • Install New AV System in Conference Room 513/514 	[Active]
Superior Court – 5th Superior Court Judge	2024
<ul style="list-style-type: none"> • Preparation for a New 5th Superior Court Judge if Approved by Council • Technologies for the Judge, Staff and Courtroom. 	[Planning]
Lifecycle Replacement of Court Audio Visual Systems	2024 - 2027
<ul style="list-style-type: none"> • Lifecycle Upgrade of Remaining Courtrooms in District Court (3) & Superior Court (7) 	[Planning]


Criminal Justice Large Projects- Sheriff

Sheriff's Office Migration to FirstNet Cellular Network	12/2023
<ul style="list-style-type: none"> Migrated Smart Phones (100) & Panasonic Toughbooks (98) to FirstNet Cellular Network Improved Coverage in Whatcom County and Priority Use During an Emergency 	[DONE]
Lifecycle Replacement of Axon Body Worn Cameras	11/2023
<ul style="list-style-type: none"> Refresh Axon Body Worn Cameras and Docking Stations 	[DONE]
Upgrade Evidence System	2023 - 2024
<ul style="list-style-type: none"> Phase I: Upgraded EvidenceOnQ Software & Added New Mobile Capabilities: 2/13/2024 Phase II: Add Asset and Quartermaster Module: In Progress 	[Active]
Lifecycle Replacement of Mobile Connection System for Patrol	4/2024
<ul style="list-style-type: none"> New Redundant Servers & Upgraded NetMotion Software for Patrol Toughbooks 	[DONE]
Upgrade Multifactor Authentication System for Patrol	4/2024
<ul style="list-style-type: none"> Upgraded Digital Persona Software for Patrol Toughbooks 	[DONE]
Sheriff's Office Online Crime Reporting System Upgrade	2024
<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 	[Planning]


Criminal Justice Project

Incarceration Prevention and Reduction Task Force - INDEX	2016 - ...
<ul style="list-style-type: none">• Participation in Information Needs & Data Exchange (INDEX) Subcommittee• Updated Jail Bookings Online Web Application & Developed Automated Reports• Supported Vera Institute (2017) and WSU Vera Report (2023) Report Data Needs	[Active]
Geographic Information Systems (GIS)	2024
<ul style="list-style-type: none">• Continued Support of Mapping for Justice Project• IT GIS Team Has Provided Maps of Parcels for Facility Site Consideration	[Active]
Alternative Response	2022-2024
<ul style="list-style-type: none">• Onboarding New Employees to Health Response Systems Division<ul style="list-style-type: none">○ GRACE, LEAD, Alternative Response Team (ART) & Co-Responder• Working on Technologies for Access to WHAT-COMM 911 Computer Aided Dispatch• Integrations Between Law Enforcement and Health Case Management System(s)	[Active]
Data Dashboards	2024
<ul style="list-style-type: none">• Preliminary Work with Microsoft Power BI Pro Software• Recruitment of Sr. Systems Administrator Position in IT to Support Criminal Justice Systems and Locate and Gather Data for Informatics• Setting Up Microsoft Power BI Infrastructure<ul style="list-style-type: none">○ Software Licenses○ Gateway Server for Live Access to Data Sources○ Training and/or Professional Services	[Active]


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>\$2M</p>
<p>New Permit System – Phase II – Post Go Live</p> <ul style="list-style-type: none"> • Piloting On-line Submission of Basic Permits – Mechanical, Plumbing and Encroachment • Working on E-Reviews, Citizen Access Portal, On-line Payment • Upgraded Permit System Software Version – 2/28/2024 • Configured System for New 2-Year Extension Legislation – 4/20/2024 	<p>2022 - 2024 [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 	<p>2024 [Planning]</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 • Working with Consultant to Map Environmental Health Workflows - 2024 • Contract with Tyler Technologies to Implement Environmental Health Permits - 2025 	<p>2024 - 2025 [Active]</p>



Land & Infrastructure Large Projects

Online Web GIS Viewers		2022-2024
<ul style="list-style-type: none"> Emergency Road Closure Viewer: Completed 02/2022 District Viewer – County Districts & Elected Officials Completed 04/2023 Water Resources Inventory Area Viewer (WRIA I): Completed 06/2023 Ballot Drop Box Locations: Completed 10/2023 Compound Flood Vulnerability Assessment: Completed 02/2024 		[Active] 
Update of Countywide Aerial Imagery – Spring 2024 Re-Flight		2022-2024
<ul style="list-style-type: none"> Cost Share with Cities, Tribes, PUD, Port, COG, etc. 2022 Flight Imagery Not Acceptable. Vendor Unable to Redo in Spring of 2023 Due to Poor Weather 2024 Re-Flight in Progress 		[Active] \$170K
Upgrade Enterprise GIS System		2024
<ul style="list-style-type: none"> Lifecycle Replacement of 3 Servers Upgrade to New ArcGIS Server Software 		[Planning]
Public Works Fleet & Asset Management		2024 - 2028
<ul style="list-style-type: none"> Modernize Asset Management and Maintenance Systems for Roads, Bridges, Stormwater, Flood, Natural Resources and Fleet. Phase I: Implement New System for Fleet – 2024/2025 Phase II: Requirements for Enterprise Asset Management – 2025/2026 Phase III: Implement New Enterprise Asset Management – 2026/2027/2028 		[Planning]

General Government Large Projects

Upgrade JD Edwards (JDE) Finance \ HR System – Phase I	2023 - 2025
<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 2025 	<p>[Active]</p>  <p>\$3M</p>
Upgrade Auditor Recording System	3/2024
<ul style="list-style-type: none"> • Lifecycle Replacement of 7 Servers • Professional Services from Helion Software • Expand Storage Capacity to Increase Citizen Access to Historic Recorded Documents 	<p>[Go Live]</p> <p>\$115K</p>
Upgrade Assessor Treasurer System	2024
<ul style="list-style-type: none"> • Lifecycle Replacement of 9 Servers • Professional Services from Harris Govern 	<p>[Active]</p> <p>\$187K</p>
Lifecycle Replacement of Assessor Field Tablets	2024
<ul style="list-style-type: none"> • Replace 15 Appraiser Apple iPad Pro field tablets with Ruggedized Cases 	<p>[Active]</p>
Council Chambers Audio Visual Enhancements for Hybrid Mtgs	2024
<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>[Active]</p>

General Government Large Projects

HR – Human Resources Information System		2022-2024
<ul style="list-style-type: none"> • General Support to HR as they Implement the New NeoGov System • Phase I: Recruitment Module – 9/2022 Go Live • Phase II: Onboard Module Pilot – 4/2024 Go Live • Phase III: Performance Module – TBD 		<p>[Active]</p> 
Health - Electronic Medical Records System (PeaceHealth)		2022-2024
<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 – 2024 		<p>[Active]</p> 
General Move Support		2023
<ul style="list-style-type: none"> • Courthouse: Medical Examiner Temporary Location – 7/12/2023 • Unity Street: Health Staff from Girard (Some) – 7/12/2023 • Division Street: Health Response Systems Division (Some) – 9/11/2023 		[Done]
General Move Support		2024
<ul style="list-style-type: none"> • State Street: Various Health Staff, Medical Examiner & EMS to State Street After Remodel • NW Annex • Unity Expansion • Superior Court Expansion • ... 		[Active]