



Marquette County
Management of Information Systems
2017 Annual Report

Annual Report – 2017

Responsibilities

The Information Technology Department current responsibilities include:

- Computers – hardware, software, setup, ordering, and maintenance.
- Computer Accessories and Supplies – ordering, replacement, and installing.
- Computer Software – research, installation and training.
- Server Support – maintenance, upgrading, and security, testing data restores
- Office 365 Administration.
- Help Desk – answering employee’s questions on hardware and software.
- Computer Network – installation, monitoring, remote access, and administration.
- Door systems for Highway, Service Center, Courthouse, and Health & Human Services.
- Internet and email – adding users and providing secure access to the Internet.
- Telephones and Telephone Lines – order, installation, and maintenance.
- Mobile Devices – ordering, evaluation of plans and implementation.
- Printers, Fax Machines, and Copiers.
- User training and security assessments.
- Computer Policy – virus and security plan administration.
- Backups – Backing up all relevant and mission critical data including user files, emails, databases, etc.

Accomplishments

- Help Desk Software
- Phone System Upgrades
- Projector Upgrade for Public Safety
- Audio Upgrade for HS Conference Rooms
- Spillman Upgrade
- Microsoft Licensing
- Courtroom Remodel
- PCL Jail System
- Highway Door System Upgrade
- Undercover ISP for SO
- ISP Setup for EMS houses
- Email migration from on-premise to Exchange Online

Computer and Network Security and Architecture

Server and Workstation Additions

4 new servers were added to the county network. Server 1 was for the new help desk tracking software used by both MIS and Buildings & Grounds. The webportal for Register of Deeds and Zoning was also added to this server. Server 2 and 3 were for our new phone system software

which was part of an upgrade last year. Server 4 was for the new Spillman server for the Sheriff's office.

Help Desk Software

The MIS department added a new ticket tracking system for help desk support. Buildings and Grounds Superintendent also uses the new system. All requests from users for anything technology or maintenance related comes through this system then are automatically assigned to B&G or MIS dependent upon what the user selects when opening a ticket for the issue. Each user has a shortcut on their desktop for this system, and it auto logs them into the system based on their user account. The system is a terrific way to organize and what the resolution would be for those specific issues.

Phone System Upgrades

The MIS department along with ESG did a complete software upgrade to the counties internal phone system/network. The system software was outdated by 10 years. By doing the upgrades we have opened up our phone network to use more features and get newer phones as most of our desk phones are more than a dozen years old. The MIS department has been working on replacing phone's when budget permits. The new phones have more features and have a far better sound and clarity to them. With the upgrade 2 new servers were created on our virtual environment to handle the upgrade. To pay for the upgrade Marquette County traded in our old phone system servers for the virtual licensing. The upgrade was at no additional cost above what we pay annually for licensing and support.

Projector Upgrade for Public Safety

The projector in the Public Safety room was replaced with a projector that accepts both HDMI and wireless connections. With the progression of technology, VGA connections are usually not available on new laptops or tablets which is why the replacement of the projector was a necessity at this time.

Audio upgrade for HS Conference Rooms

Since I started here in 2008 we have had continuous audio issues in both conference rooms at Health and HS. The upgrade to both rooms resolved these issues, and a control panel was also installed in the walls in both rooms that is a lot easier to run and control then the old system.

Spillman Upgrade

The Spillman server for the Sheriff's office was migrated from an old IBM system to a new Windows 2012 server that was setup on the virtual environment by the MIS department.

The MIS department then worked with the Sheriff's office and Spillman support to prep for the migration to the new server. Once the migration was complete the MIS department had to run the software upgrade on each PC for the Sheriff's office, and local municipalities that accessed Spillman. By virtualize the Spillman server the data is more protected now, and this will also guarantee less downtime in the event something were to happen with the server when an upgrade is applied.

Microsoft Licensing

The county now is setup with an Office 365 licensing solution. This assures us that we are up to date on our licensing and also guarantee's us the latest and greatest software as it is released. All other licensing for Microsoft was also updated at this time to make sure we are compliant with licensing which includes SQL, Exchange, SharePoint, and Server.

Courtroom Remodel

The MIS department was involved with the courtroom remodel on the networking side of things. We worked closely with Camera Corner and their networking staff to make sure all was setup correctly on our side to make sure the communication of the new system not only worked properly internally but externally as well. Some firewall configuration was needed to complete the project. 4 internal dedicated address and 2 external dedicated addresses were required to get this project complete.

PCL Jail System

The MIS department worked with Accurate controls for the PCL upgrade in the Jail. Most of this project was networking and making sure the jail system had some dedicated addresses on the network plus some configuring of network switches. Maintenance pulled all the lines needed for this project.

Highway Door System Upgrade

The software for the door system at highway was outdated and running on an old server that was no longer able to receive Windows updates which caused a security issue on the counties network. To resolve this issue the MIS department worked with SGTS to install a newer upgraded software system on the existing virtual machine that controls the rest of the counties door system.

Dedicated ISP for the Sheriff's Office

The MIS department ordered and installed a dedicated internet connection and network for the Sheriff's office.

ISP for EMS houses

The MIS department ordered and installed a dedicated internet connection and network for each of the EMS houses in Westfield and Montello.

Email Migration to Exchange Online

All county email is now migrated to Exchange online. The county still has an internal email server which all email still flows through but all email is now stored in Exchange online. At some point in the near future the email will no longer route internally at the county but will all be online and offsite.

Issues and Projects for 2018

The MIS Department will continue to Migrate some of our systems to Office online. One in particular will be our SharePoint sites and some user files.

Another project that will continue to be perused and hopefully implemented will be managed print services with EO Johnson. This will not only save the county money but will also help organize the printing solutions at the county and help better track what we are spending and where we can cut some of this spending.

The Internet closet for the county is in need of reorganization of cabling and a single solution for battery backup.

The MIS Department will research and implement employee training for network security and HIPPA as well as implement new security software for PC and network protection.

The counties existing backup solution is in need of an upgrade due to data increase and retentions needs. We will either upgrade our existing solution that is in place now or consider other solutions that will work for our needs

HOD and KIDS printing at HS will no longer be supported as the setup is currently. The MIS Department with work with HS and the state to get a new setup in place and hopefully limit any downtime this new system will take to implement.

The MIS Department is in need of an actual proper server room. I will be bringing this to the attention of my committee this year to get this in the work for future projects.