

Technology Committee Meeting

8/9/17, 1PM – 3PM

Attendees

Edward Yost, Michael Virnig, Chris Jaques, Karly Fetters, Susan Shaw, Sandy Kephard, David Vigdal, Beth VanderPlaats, Al Fjerstad

Minutes

I. Additions to Agenda

- a. Karly asked to discuss Dillon's replacement for managing the LSO Facebook page now that Dillon has moved from LSO to ASO.
- b. Susan announced the new employees for SWCD, Administrative Assistant Maggie Kuchenbaker and Watershed Organizer/Coordinator Harmony Schaupp. She said she'll have Maggie working on Data Practices and retention, and will possibly have her working with social media for SWCD. She noted this is the first time SWCD has a full-time Administrative Assistant since all previous employees in that position were part-time. She suggested that SWCD could manage the LSO page as a service SWCD provides to the county.

II. GIS

- a. Michael reviewed the survey results submitted online for the past two months. Discussion took place regarding different GIS systems, noting that the pictometry spring flyover was a bit disappointing.
- b. Susan requested a GIS layer for healthy vs. impaired streams and rivers.

III. Security

- a. The WatchGuard system update is currently in progress for Onamia Search and Rescue. By the end of September, the old firewall will be out and the new firewall system will be complete. PSAP has a new system coming to protect the 911 phone system.
- b. Tech Services is working on subscription-based program from Sophos, which provides mobile device encryption management for laptops, tablets, and ToughBooks.

IV. Social Media

- a. The committee discussed recent changes in staffing; Edward can manage the LSO Facebook page in the interim of Dillon's department change. He also offered to schedule training for the Land Services Office, so the designated staff can be educated on the Facebook policy and common practices. Michele McPherson was suggested as another possible option to manage the page.
- b. The "reviews" section of the Mille Lacs County (ASO) page is still turned off, as the problem comments still have not been addressed by Facebook so they can be made live again.

V. Projects

- a. The list of staff eligible for sit/stand desktops has been passed on to Technology Services to be enacted. Michael will meet with designated individuals over the next few weeks.
- b. Technology Services will be taking on some of the responsibility of the website management. They will meet with Karly to discuss details. The main project of concern is making the website mobile friendly by 2018. SWCD discussed their website updates, which will be completed by Arcstone Technologies.

VI. Technology

- a. Tech Services will be working with TriMin for Landshark/LandLink updates, since in 2019 they will need newer operating systems. They will start working in September to switch everything over to the new system. It was also noted that file server changes will be coming for the HCH building, going through departments individually rather than all at once (this process has already been completed for CVS).
- b. Tech Services is working on a system to help manage patches and upgrades, so they can manage the upgrades without creating network issues. The current process can be a problem as certain programs may have issues with certain upgrades. They're looking for a way to manage the updates better and have less downtime during the resolution.
- c. Michael reminded the committee that door access/schedule change requests need to be sent to County Administrator Oman, who will review the request and send it to Tech Services. He also reviewed the current badge process, stressing the importance of notifying Tech Services immediately in the event of a lost badge so it can be deactivated. Karly will put a reminder with this information in the September newsletter.
- d. Michael reviewed the HelpDesk request process, noting that employees shouldn't call or email individually unless it's an emergency. Karly will put a reminder with this information in the newsletter as well. He discussed the difference between a restart computer procedure and a shut down, asking people to always restart before contacting Tech Services with an issue.

VII. Law Enforcement

- a. The NextGen 911 is a project to move PSAP from analog to digital, which will make the information much more efficient. Al said this is the "next generation of PSAP." Al said the "text to 911" project will be made live in December of 2017, and that they are looking for individuals with Sprint phones to be part of the test group. There are currently difficulties with pinpointing the location of the device/phone, as it only provides a latitude/longitude, which provides an 18 mile leeway. Cass County currently uses the program and is pleased with the accuracy, but the location services difficulty is a concern. Non-initiated (emergency only) phones will not be able to participate in this program.

VIII. Roundtable

- a. Al reviewed the PSAP mapping project, along with "text to 911" and FirstNet.
- b. Chris said they are revamping the system for a new BCA criminal history procedures policy.
- c. Sandy noted some 911 addressing issues in GIS, which she will address with Casey.
- d. Dave said the Assessor's Office is in the middle of reassessments, and he would like the field sheets to be accessible on tablets (as there is currently a conversion needed for the

sheets to be available on tablets). This would require a license to ZAN or a similar program; but a similar program may need to be found if ZAN is no longer available.

- e. Beth would like a replica of surveys used at last year's OCC to be used at the upcoming 2017 OCC event. Last year's event had the Guest Survey and the Intake Form; Karly will create copies of these surveys and send them to Beth to proof, making sure to make it possible for multiple surveys to be taken from one computer.
 - f. Michael has been designated the interim LASO (Local Agency Security Officer), a responsibility handed down from Mike Smith.
- IX. The next meeting will be the 2nd Wednesday in October at 1:00 p.m.
- X. Adjournment