



## Information Technology – Legislative Committee Meeting

**03.02.21 at 10:45**

**Legislators Present:** Mike Roberts, Tracy Monell, Cliff Balliet, and Martha Sauerbrey

**Staff Present:** Douglas Camin, CIO, Drew Griffin, Deputy Director, and Sue Haskett, ISO

**Guests:** Stephanie Jerzak

1. Review of budget status and financial news -  
The budget tracking good. There was a conversation about software reserves and the H account. ITCS's 2020 Annual Report is attached.
2. Information Security Officer Report -  
The ISO went over the highlights of the 2020 HIPAA Risk Assessment prepared by the FoxPonte Solutions Group.
3. Resolution – Request Rescinding of Right of Way Fee -  
This is because a new fee schedule was developed.
4. Resolution – Authorize Purchase of SQL Software -  
About \$12k for 5 servers.
5. Software Licensing – Microsoft -  
See attached report.
6. Records transition \ Fixed assets status -  
Review of the transition from ITCS to County Clerk.
7. Admin support -  
See attached report. How to pay for the position was discussed. Mr. Camin was asked to look at the budget for potential funding opportunities.
8. Shared services – updates -  
Village of Waverly phone cut scheduled for 2<sup>nd</sup> week in March 2021.

# Information Technology and Communication Services

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9. Open Discussion \ Updates
  - a. Fiber overlash – Plexicomm – this work is completed and will be removed from this document.
  
10. Executive Session – at 11:20, ended and adjourned at 11:41



## ITCS Annual Report - 2020

In 2020, the County's Information Technology Department was busy completing a variety of projects and, as with everyone, handling the impacts from the coronavirus pandemic on operations. Key milestones achieved for the year:

- Successfully integrated the Town of Owego and Town of Barton into the County's IT Shared Services initiative. This has resulted in cost savings for all municipalities involved and works to strengthen the IT resiliency at the County. The Village of Waverly began the process of integrating to the County's network, and will be completed in 2021. When all the currently planned municipalities are integrated, it is estimated to save the County approximately \$40,000 annually in costs.
- Completed a project to replace all of the County-owned fiber optic interconnections between buildings. This project upgraded the 20-year-old lines in place between the County buildings, installing new 50-year lifespan cabling. This project was done at no additional County cost through a partnership with local Internet provider Plexicomm. This is estimated to have saved the County approximately \$60,000 in cost.
- Carried out pandemic response for IT operations. This included expanding the ability of employees to work from home by providing remote computer access and the ability to extend the County's telephone system to home offices as needed. This setup successfully allowed employees to minimize downtime and non-working time by enabling flexible working arrangements necessitated by rules for reducing office occupancy and quarantines.
- Made significant changes to the security configuration of the County's network. These changes tightened security by changing the assumptions of how and when we "trust" data flowing in and out of the County's network. These changes give the County a better understanding of computer usage and serve to better protect the constituent data held by the County. This understanding offers both better protection and the ability to minimize or reduce usage of things such as Internet bandwidth, which can lead to cost savings and better cost controls as well.
- Led Tioga County's participation in the Southern Tier Network's five-county Broadband Access study. This study created detailed analysis of broadband access in Tioga, Chemung, Steuben, Yates and Schuyler counties. The data identified under- and un-served areas for broadband in those counties and, in conjunction with Southern Tier Network, will be working to secure funding and create plans to expand broadband access to those areas.

Looking ahead to 2021, ITCS will be completing the migration of the Village of Waverly onto the IT Shared Services platform. Funding has also been received through the state Board of Elections to replace key network infrastructure that has reached end of life, saving the County \$30,000 in capital expenses and to conduct additional security testing and disaster preparedness, saving another \$20,000 in County costs. In addition, changes from New York State regarding how the technology services are being provided to the Social Services department will be bringing the approximately 100 DSS employees fully onto the County's data network.



## GIS

The GIS department continues to work with internal and external entities to enhance the use of GIS services. Due to the pandemic, the regular process of training users around the County was put on hold for much of the year, but GIS was instrumental in providing key pandemic related services to departments. This includes creating the County's COVID dashboard, found on the COVID-19 Response area of the County website, and providing Public Health with tools to support their response efforts.

## Records Management

The Records Management office has been continuing work managing County records as required. In 2020, the longtime manager of Records retired. Moving into 2021, discussions have been had about new initiatives and efforts to make Records Management successful and prepare for required transitions from the older records management protocol known as CO-2 to the newly released LGS-1 protocols. Working with the Legislature, in early 2021 it is planned to migrate the Records role to the County Clerk's office.

# County Microsoft Licensing Overview

## Windows 10 Enterprise

Three year Software Assurance agreement. Originally Purchased: 2017, 400 seats.

Renewed October 2020 for new three year term, "true up" increase to 500 seats.

Current contract expires 2023. Full amount is prepaid.

Covers: All desktop PCs deployed on the County network, including shared services. Roughly 400 County computers, 100 shared services computers. Note if this agreement is allowed to lapse, the licenses revert from Windows 10 Enterprise to Pro, which would disable critical features required to make the County's deployment configuration function (known as UE-V.)

Costs for machines in shared services are recovered in chargeback.

## Windows Server 2019 Datacenter

Three year Software Assurance agreement. Originally purchased 2016, 7 licenses + 400 CAL seats.

Renewal missed due to vendor error in 2019. Attempted to renew in 2020 but Microsoft declined to grant waiver even though we made good faith effort to renew at proper time.

Covers: All servers in use across County.

Current Status: The County possesses perpetual licenses for Windows Server 2019 + 400 CALs. Will have to make new purchase of additional licenses at future point when new version of Windows Server is available (estimated 2022.)

Impact of missed renewal was analyzed in late 2020 to determine the penalty cost of the missed renewal. Typically keeping software under maintenance is less expensive than re-purchasing after it has lapsed. As there is no new version of Windows Server released, impact was minimal. If the County enters a new agreement in 2022, the financial cost over five years is roughly +\$5,000, which is minimal.

The CAL seats did need to be trued-up to match the Windows 10 license count. This normally would have happened with the renewal process that was missed. This was handled in early 2021. County currently has 500 CAL seats, which is adequate.

There is no direct additional cost for the shared services users, as the licenses already allows the County unlimited usage. We do share the overall cost via chargeback, spreading it out.

## Remote Desktop Services

Single-purchase perpetual licenses. Originally purchased as needed from 2014-2016. Quantity ~20.

Covers: Virtual environment for Real Property, Public Defender applications and remote access tool for certain users in IT.

Status: Usage increased in 2020 due to pandemic. True-up of license counts (to 30) was taken care of in early 2021. Currently own 30 Server 2019 RDS user licenses.

### **Microsoft Office**

Single-purchase perpetual licenses. Originally purchased 300 licenses in 2016.

Covers: 300 County users. With 400 total staff, the additional 100 users are DSS staff who are covered by NYS Office licenses so the County does not need to purchase these. Office on-premise licensing is deployed by the device, not the user.

Status: With growth of County computer base from COVID and addition of Shared Services computers, additional licenses need to be purchased. We estimate the County needs 100 licenses, for 400 total. It was originally budgeted in 2021's capital plan for renewal of these licenses, but that was put off to 2022 due to COVID budget restrictions.

Future notes: The county has purchased "every other" version of Office with no Software Assurance benefits because when amortized over 5-6 years, it is less expensive. It is also significantly less expensive than Office 365 licensing (the "online" version of Office) using the same cost model. However, Microsoft has indicated that Office 2022 (release late 2021) is the last version available for on-premise licensing. This means the County can continue this process for one more cycle, potentially carrying this licensing strategy into 2026-2027, and will then have to look at either purchasing Office 365 online licenses or moving to a different product that is less cost. Alternatives include LibreOffice, a free Office clone suite, or Google Workspace, which is licensed like Office 365 but may be less expensive.

### **Microsoft SQL Server**

Single-purchase perpetual license. Original purchases vary over the years. The County owns licenses for multiple versions of SQL server.

Covers: Current SQL Servers include: Munis, County Clerk, GIS, Compass, Sheriff applications (2), BOE. There are some through Shared Services, but those are accounted for\purchased directly with the municipality and not handled via shared service chargeback.

Status: SQL licensing was true-up in early 2021, purchasing licenses as required.

Additional Info: It costs about \$4,800 to license a SQL server for "unlimited" users, but around \$600 + \$130 per user on a "per user" basis. This means if the server has less than 28 users, it is more economical to use the per user licensing model. One important note about per-user licenses is they entitle the user assigned the license to access any SQL Server we have – so User A can access GIS, Munis, and County Clerk and we only need one license, not three. We use this model to keep the SQL Server costs lower.

## **ITCS – Full-time Admin Support**

### *Executive Summary*

ITCS is seeking to add a full-time administrative support position to the department to more efficiently use existing technical support staff and in anticipation of an increased workload from new users in 2021. ITCS has no administrative support currently, and has identified approximately 20-25 hours per week of activities within the department that are collectively performed and that can be transitioned to this position. A large portion of these costs are offset by incoming revenue generated through shared services.

In addition, a need has been identified in smaller departments, such as the Coroner and Veterans, where they have periodic needs for administrative support that is currently provided ad-hoc by the Treasurer's office and Legislative Clerk's office that can be assigned to this new role, estimated to be on average 4-8 hours per week. An administrative coverage need was also identified for the Law, the Legislative Clerk or others for specific vacation coverages. ITCS is already configured to provide outward facing support services, so is a natural fit for this type of service delivery. Finally, adding this position to ITCS will result in additional dollars being claimable through both the municipal shared services agreements as well as the DSS\PH\MH cooperative services agreements, further reducing the overall local cost.

### *Background*

For the last several months there has been discussion between the CIO and the ITCS Legislative Committee about the need and configuration of admin support for IT. It is understood that the need exists, but it was not always clear at what level. Mr. Camin was asked to research multiple possibilities, including whether a part-time or full-time position was appropriate and whether other departments with administrative support could spare time from their existing staff.

The following steps have been done:

- ITCS determined the responsibility that would be moved to the new admin position and estimated the hours required each week for that work
- New Position Duties Statement was submitted to Personnel for review and classification.
- Mr. Camin spoke to Public Defender, Personnel, and Economic Development regarding what admin support time they have to spare or could give up to provide support to ITCS.
- Mr. Camin spoke to the Chief Accountant, Legislative Clerk, Coroner, and Veteran's Service Director about the existing administrative support work they perform and provide.

### *Process*

ITCS identified the following work being performed by staff in the department that would be transferred to an administrative support person (work times are averages):

- PCard\PO Processing – Enter purchase orders, settle purchase card statements weekly. Currently performed by CIO. (3 hours per week)

- Chargeback billing management (for shared services, copiers, cellular, etc.) – Compile and produce documentation and perform Munis data entry to generate invoicing and chargeback billing. Currently performed by Software Support Liaison. (3.5 hours per week)
- IT fixed asset tracking – Handle the adds\moves\changes for IT assets and verify that the inventory is updated and accurate. Perform periodic testing to ensure accuracy. Currently performed by Senior Computer Maintenance Technician. (2 hour per week.)
- User add\move\change tracking and follow-ups – Track and document paperwork necessary for new users on network. Verify proper paperwork has been filed for new users such as attestation sheets and disable\manage network user accounts as needed. Track related items such as phishing training completion and follow-ups, etc. Currently performed by Software Support Liaison and Programmer. (3.5 hours per week.)
- Supplies \ IT equipment ordering (all departments) – Handle purchasing of various IT needs and supplies (toner, paper, printers, etc) from multiple vendor sources. Currently performed by Deputy Director. (3 hours per week.)
- Cell phone plan management – Handle adds\move\changes to County-wide cell phone contracts. Order new devices and activate as needed, retire\scrap old devices, etc. Currently performed by Deputy Director. (2.5 hours per week.)
- Website updates \ maintenance – Perform basic non-technical website updates and maintenance work such as text cleanup, data maintenance, etc. Currently performed by CIO and Deputy Director. (2 hours per week)
- Business card \ letterhead processing – Facilitate printing of cards and preparation of letterhead for use around the County. Currently performed by CIO. (2 hours per week.)
- General administrative support – Take minutes at Legislative and other meetings, mail processing, etc. Currently performed by Deputy Director and Senior Computer Support Technician. (2 hours per week.)

The above list represents 23.5 hours per week of average work time.

Mr. Camin was asked to reach out to the other department heads with administrative staff at 56 Main Street and identify if there was any possibility of sharing administrative resources. He spoke to the Public Defender, Personnel, and Economic Development. The request was whether they had staff to spare for 17-20 hours per week to be shared with IT. In the Public Defender's office, their staff person is tied to a grant that requires the position be full time with their office. In Economic Development and Personnel, both indicated while they could offer staff to help on a non-scheduled periodic basis, they were unable to permanently commit time to be shared with ITCS.

Through this interview process, it was also identified that there are some needs for basic administrative support that exist in other very small departments, specifically the Coroner and Veteran's service offices. Mr. Camin reached out and spoke to both of these individuals to understand their processes better, and spoke to the Chief Accountant to understand the support work being provided to them currently. In some cases, these departments are tacitly being provided this support through the Treasurer's office and Legislative Clerk's office for Munis-related tasks. In speaking with both department heads, Mr. Camin confirmed that they could both see a benefit. The need in the Coroner's office was estimated to be 4-6 hours per week, and in the Veteran's service office 1-2 hours per week (total 5-8 hours weekly.) In addition, other secondary items were identified – in the Law office, there is



trouble with phone coverage when the admin person is on vacation, which this position could assist with, for example.

Taken together, these represent 30+ hours per week.

### *The Case for Full-Time*

ITCS believes the best course of action is to place a full-time administrative support position in the department. The key rationales are:

- **The position is at least partially reimbursed:** ITCS generates revenue directly from shared services work to municipalities – almost \$50K in 2020, rising to \$75K in 2021. The cooperative service agreements with DSS, MH and PH also result in partial cost recoveries from state sources too, reducing the ITCS local share.
- **The ITCS workload is increasing, and this balances the workload intelligently:** In 2021, the Village of Waverly as well as 100 DSS users are coming onto the County network, supported by ITCS.
- **We're finding time with what we have:** By shifting the administrative work performed by existing harder-to-find highly-compensated technical staff to a lower-compensated administrative support position, the County is maximizing the existing spending structure. Adding this position can be viewed as freeing up 20+ hours per week of technical staff time for support work, which offsets the workload increase noted above, and is done instead of adding another higher-compensated technical person.
- **ITCS is configured to share:** ITCS is already designed to provide support services to other departments as a course of business. Providing these support services to small departments makes logical sense and will make those departments more efficient as well, and free the Treasurer's office and Legislative Clerk's office of providing tacit admin support outside of their normal scope, also increasing their efficiency.
- **Adding to ITCS has the least cost impact:** Because of the shared service municipalities and cooperative service agreements for the state, adding this staff person specifically in ITCS results in a portion of the cost being shared through those agreements.
- **The position is already full-time:** Personnel has noted that any position greater than 17 hours per week receives benefits. The ITCS portion alone is 23 hours per week, above the threshold. Finding additional time to maximize the position makes it more valuable.
- **Position is already created:** ITCS has a vacant authorized Software Support Liaison position. The existing position can be re-titled to the new support position. The current Software Support Liaison salary range is \$38,766 to \$48,766.

Per the review of the New Positions Duties statement provided by to Personnel, they have determined that the appropriate title is Office Support Specialist II, current salary \$28,352.