

MEETING MINUTES

GLENN COUNTY INFORMATION SERVICES COORDINATING (ISC) COMMITTEE

WEDNESDAY, December 15, 2021
10:32 AM

MEMBERS PRESENT

Erin Valdez, Health and Human Services Agency Representative
Michelle Knight– Law enforcement Representative
Talia Richardson, Public Works Representative
Marcie Skelton, Ag/Air Representative
Humberto Medina, Director of Finance
Mardy Thomas, Planning Community Development Services Agency Representative



OTHERS PRESENT:

Sarah Stupey, GS	Scott De Moss, CAO	Erin Emma, Personnel
Liliana Chavez, County Counsel	Oscar Chavez, GS	Nick Boening, County Counsel
Russel Moeai, MITCS	Samantha Grundy, GS	Stephanie Rust, HHSA
Wyatt Acheson, CAD	Jill Hughes, GCSO	Andy Popper, PCDS
Tyler Smith, MITCS	David Jensen, MITCS	Lea Eddy, Co-Op

1. WELCOME

Sarah Stupey, IT Program Manager, confirmed a quorum of members, and called the meeting to order at 10:32 a.m.

2. MINUTES

Matter: Approve Minutes of December 15, 2021

Documents: Minutes of December 15, 2021

Proceedings: Sarah Stupey called for comments and/or corrections on the previous meeting minutes. Hearing none, Marcie Skelton and Humberto Medina motioned for the minutes to be approved as presented.

3. UNSCHEDULED MATTERS AND PUBLIC COMMENT

Matter: Receive comments from the audience, staff, and committee members and, if deemed necessary, refer the subject matter for follow-up and/or schedule the matter on a subsequent agenda if required.

4. BUDGET

Matter a: Standing item for discussion and possible action on budget considerations and allocation of costs.

Documents: None

Proceedings: Sarah Stupey reported that the printer deployment project has been completed and Matson & Isom to close out the project. If any issues arise with the printers in the future, contact Sarah Stupey to find out whether the issue needs a ticket submitted to Matson &

Isom or if it may need to be reported to the vendor.

Matter b: Purchasing 3-Year WYSE Licensing for all Thin Clients

Documents: None

Proceedings: Sarah Stupey reported that Oscar Chavez and herself have been evaluating Thin Clients for WYSE license purchase. The WYSE licenses will be purchased soon at \$47.00 per license, for 3 years.

Matter c: Development Group Inc. (DGI) Contract Expiring 04/30/2022

Documents: None

Proceedings: Sarah Stupey reported that DGI agreement will be expiring Spring 2022 and the DGI servers are at end of life. We will need to move forward with DGI or go out to RFP for a new vendor.

Matter d: Centralizing Information Technology Purchases

Documents: None

Proceedings: Scott De Moss reported that he would like to see IT purchases move to a more centralized standard process. A blanket purchase order instead of multiple agreements going before the Board of Supervisors. It can be similar to the current Amazon model so that procurement within IT can move more quickly. The goal is to simplify.

5. BEST PRACTICES/POLICIES/PROJECTS

Matter a: Standardization and Coordination of Countywide Efforts – Sarah Stupey

Documents: None

Proceedings: i. Sarah Stupey reported the IT Strategic Plan is on hold for now and will be revisited soon.

ii. Updating the New Employee/Terminated Employee process with Personnel - Sarah Stupey reported there will be changes to the IT forms for the hiring and termination of employees. Currently we have employees leaving the county and not all being removed. Our goal is to standardize the process to increase efficiency.

ii. Future Policy for Personal Devices/Computers when working remotely Sarah Stupey reported she would like to obtain a policy or build our own policy for telecommuting and using personal equipment. We are looking to establish a policy with the help of this committee. An issue we are encountering is non compatible devices being used or purchased. This requires Matson & Isom to spend time trying to configure non compatible devices.

Matter b: Items for Discussion and Possible Action

Documents: None

Proceedings: i. ECS Imaging, Inc. — Sarah Stupey reported that there was a kickoff meeting 12/14/2021 for ECS Imaging. The next steps will be to start a needs assessment for departments. If you are interested, please reached to us and we can add you to the list of interested departments.

ii. Website Subcommittee— Sarah Stupey reports there will be no meeting for the month of December 2021 and that meetings will resume in January 2022. Sarah Stupey asks that if you haven't taken the survey regarding Drupal, please do. The ideal scenario would be to have 2 super users per department.

iii. Video Conferencing and Solutions for Future – Sarah Stupey reports that we are

currently analyzing the 5070 Thin Client capabilities. It could become the best purchase option moving forward as they work more seamlessly with video. Recently we met with Tri-Path regarding smart/virtual conference rooms, and we should be seeing sample quotes soon.

5.c Training Opportunities

i. OpenGov University –

Sarah Stupey reported that OpenGov University has self-guided trainings available if anyone is needing more training with OpenGov. The trainings are available at no extra charge.

ii. SiteImprove –

Sarah Stupey reported that there are still 20 seats available for SiteImprove Academy trainings.

iii. Matson & Isom Clear IT Academy- Sarah Stupey reports that Matson & Isom Clear IT Academy has great videos available.

iv. Granicus GovDelivery-

Sarah Stupey reported that the training provided in late September was recorded for anyone who would like to watch or re-watch.

v. MemberLink/TargetSolutions- Sarah Stupey reported that videos regarding phishing will start to be sent out. She has been working with Michelle Cavier at Personnel to add these trainings to Target Solutions.

6. DEPARTMENT & VENDOR REPORTS

Matter a: Matson & Isom monthly report

Documents: None

Proceedings: Russell Moeai reported that the printing migration project will be ending. Parkside project is being held up by supply chain delays. CORE virtual server is reaching end of life. Hopefully during Quarter 1 and 2 we can begin to work on a migration to SharePoint. A pilot group would be needed to test the Share Point cloud to cloud server migration. Last three months we have gone over on allocated hours. In November we had 243 tickets opened compared to 265 closed. Matson & Isom will be continuing to work through the list of tickets. If any hardware is needed, please advise timely as the time delays on hardware are taking longer than expected. Tyler Smith reported we experienced some outages specifically in the HHS Department and wanted to thank everyone for their communication and coordination. Email phishing attack led to some accounts being compromised.

Matter b: DGI Monthly Report – Sarah Stupey

Documents: None

Proceedings: Sarah Stupey reported that the DGI monthly report is very helpful for support tickets and if there are any questions regarding what we are doing with the phones, review this report.

Matter c: Department Reports

Documents: None

I. Proceedings:

i. Agriculture/Air- Marcie Skelton reported that they have experienced poor Wi-Fi

connection. Sarah Stupey advised that if logging into GC public on a laptop that the Wi-Fi is throttled. For best connection use County of Glenn network.

- ii. Assessor- No update.
- iii. Board of Supervisors- No update.
- iv. Child Support Services- No update.
- v. Community Action Department- No update.
- vi. Cooperative Extension- No report. Sarah Stupey advised their caller ID should be active now.
- vii. County Counsel – Liliana Chavez stated that she only has the ongoing issue of her current computer equipment. Sarah Stupey advised that they are working on that issue and any special orders outside of Thin Clients will need to be approved through Scott.
- viii. District Attorney- No update.
- ix. Finance- Humberto Medina reported that he is having a lot of connection issues and that he is working with Matson & Isom.
- x. General Services-
Oscar Chavez reported we are finalizing the CALNET & AT&T Contract. The California Network and Telecommunications Program awarded AT&T contracts for 16 new service categories to provide connectivity and technology products to California state and local agencies. This includes cellular as well. If you are interested in exploring these service categories, please reach out to our department.
- xi. Health & Human Service Agency- Wyatt Acheson reported that we needed to ensure DGI received the holiday list so they could update the phones.
- xii. Personnel- Erin Emma advised that the Personnel Department would like to be included in Laserfiche. Erin also reported that Gov Delivery works while in Test environment, but once she sends out an e-mail, the links do not work while live. Sarah Stupey stated that if you open the webpage and copy the link from the actual webpage you could then test before sending the e-mail out countywide.
- xiii. Planning & Community Development Services Agency- Mardy Thomas reported that nothing has changed from the last meeting, but he does want to inform everyone that there is an annual GIS conference in July in San Diego. They have one remaining ticket available if anyone is interested. The conference is free to attend but lodging and food are not included.
- xiv. Probation- No report
- xv. Public Works- No report.

- xvi. Sheriff/Civil Division – Jill Hughes reported that they are working on multiple projects. They have a state mandated reporting system that goes in effect January 1, 2022. They may have some additional Homeland Security grant funding so if you have any IT project please reach out. Also, they are receiving a lot of collection calls from Inland whereas Liliana Chavez stated County Counsel is handling all Inland issues, so please forward calls and correspondence to him. Jill Hughes reported that they have experienced some issues with their outbound calls on their AT&T lines.

7. CALL FOR AGENDA ITEMS FOR NEXT MEETING

8. With none being heard, it was suggested to send items by email.

9. NEXT SCHEDULED MEETING

January 19, 2022 at 10:30 a.m.

Board of Supervisors Conference Room, Willows Memorial Hall

Meeting adjourned at 11:24 am

Prepared and submitted by Samantha Grundy, AGS III – General Services