

# MEETING MINUTES

## GLENN COUNTY INFORMATION SERVICES COORDINATING (ISC) COMMITTEE

WEDNESDAY, February 16, 2022  
10:30 AM

### MEMBERS PRESENT

Sendy Perez, Assessor/County Clerk/Recorder Representative  
Erin Valdez, Health and Human Services Agency Representative  
Michelle Knight– Glenn County Sheriff/Probation Representative  
Jolene Swanson, Public Works Representative  
Marcie Skelton, Ag/Air Representative  
Mardy Thomas, Planning Community Development Services Agency Representative



### OTHERS PRESENT:

Sarah Stupey, GS	Scott De Moss, CAO	Tyler Smith, MITCS
Liliana Chavez, County Counsel	Oscar Chavez, GS	Jennifer Scott, Child Support
Russel Moeai, MITCS	Samantha Grundy, GS	Dan Green,
Joe Bettencourt, Facilities	Robyn Nygard,	Dawn Mayer, Child Support
Wyatt Acheson, CAD	David Jensen, MITCS	Jennifer Kline,
Liliana Chavez, County Counsel	Tyler Smith, MITCS	Lisa Jones, Ag/Air

### 1. WELCOME

Sarah Stupey, IT Program Manager, confirmed a quorum of members, and called the meeting to order at 10:33 a.m.

### 2. MINUTES

Matter: Approve Minutes of January 19, 2022,

Documents: Minutes of January 19, 2022

Proceedings: Sarah Stupey called for comments and/or corrections on the previous meeting minutes. Hearing none, Mardy Thomas and Erin Valdez 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: Scott De Moss reported that once the DP ISF draft budgets get submitted, an annual rate package will be sent out to each department to start with budget process. Scott De Moss also reported that while building the DP ISF budget in the past we have used prior years history of usage to gather an estimate of what usage would be for Matson & Isom

contracted invoice, however this raises an issue because then only the departments who utilize Matson & Isom the most are the ones who get hit with majority of the charges. At this time, we are looking for a way to spread core charges across departments, so this will be a change in the upcoming budget year. Sarah Stupey reported that departments providing information on upcoming future Matson and Isom projects and possible cost estimates will be helpful in building budget for upcoming years.

Matter b: Hardware & Software Upgrades

Documents: None

Proceedings: Sarah Stupey reported that we are trying to develop a plan to track IT hardware. We have recently worked with Wyatt on getting a spreadsheet from him to track hardware which will give us a better idea of planning for the future of IT refreshes.

Matter c: Foxit PDF

Documents: None

Proceedings: Sarah Stupey reported Foxit licensing has changed licensing model and now the licenses are issued per user. We would like each department to review their departments to determine how many Foxit Pro licenses versus the free version.

## **5. BEST PRACTICES/POLICIES/PROJECTS**

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

Documents: None

Proceedings: i. Strategic Plan- Sarah Stupey reported that once budget is complete, we would like to include a person from each department to start brainstorming to create a strategic plan.

ii. Updating the New Employee/Terminated Employee process with Personnel - Sarah Stupey asked that departments please try and get IT forms filled and sent to Personnel 2 weeks prior to new employee onboarding/transferring, if possible. We are aware and understand that termination forms may be unpredictable and harder to get sent over within that time frame.

iii. Future Policy for Personal Devices/Computers when working remotely- Sarah Stupey reported that strategic plan will also include planning for a policy for personal devices and working remotely.

iv. Centralized Procurement through Amazon, Office Depot, and CDWG- Oscar Chavez reported that our goal is to get all departments using business purchasing accounts versus their own retail accounts. The business purchasing accounts have better pricing. We are using the Amazon model to build the Office Depot and CDWG accounts. Some of you may have received an e-mail regarding a CDWG purchasing account, this e-mail is safe and not spam. Liliana Chavez asked whether there is a \$50.00 limit? Oscar responded that he would follow up with Office Depot representatives.

Matter b: Items for Discussion and Possible Action

Documents: None

Proceedings: i. ECS Imaging, Inc. — Sarah Stupey reported that she has been on the Laserfiche needs assessment calls for departments and each department has very different needs. If you have any questions regarding Laserfiche, please reach out. Mardy Thomas asked if his

department currently has access to Laserfiche, or do they need to wait until all the assessment and training is completed to access Laserfiche? Sarah Stupey responded that his department has 8 licenses. Laserfiche is web-based, and she will reach out to Mardy to guide him on logging in.

ii. Website Subcommittee– Sarah Stupey reported that Drupal 7 ends November 2022 and we will be moving forward with Drupal 9. We need to review the cost benefit analysis of working on the upgrade internally compared to Matson & Isom working on it. Our next subcommittee meeting will be pushed out to March or April. We will need two super users per department to attend.

iii. Video Conferencing and Solutions for Future - Sarah Stupey reported that we have 3 Logitech devices (headsets, speakers, and webcams) that we are currently testing on Thin Clients, from what we are seeing these 3 items all work with Thin Client model 5070. As we continue to replace Thin Clients, we are recommending the 5070 model. Scott De Moss asked whether the Webcams that are being recommended will be zoomed in on our faces while attached to computer screens or give a better view of our faces from a distance? Tyler Smith responded that the webcams provide 120-degree width and around 70-degree length of view so that the cameras are not zoomed in directly onto your face. Sarah Stupey stated that we are still waiting for quotes from Tri-path regarding video conferencing. We are currently testing the Owl Labs Meeting Camera which we have in this meeting today, the Owl provides mic and video. The Owl may be a less expensive option to provide video conferencing to smaller conference rooms.

iv. Copier Contract with Caltronics and Coastal -Sarah Stupey reported that any questions or concerns regarding the new printers should be addressed during this meeting or by e-mailing [info@countyofglenn.net](mailto:info@countyofglenn.net). We can then review the issue and decide who to contact for support. For those of you who have desktop printers, Caltronics offers free service to Lexmark and HP desktop printers when toner is purchased for these printers from Caltronics. Caltronics has plans for on-site visits to get a count of desktop printers. Once we find out whether the county owns the old Bizhubs, we can look into donating them or treating as electronic waste.

#### 5.c Training Opportunities

i. OpenGov University –Sarah Stupey reported that OpenGov University has self-guided trainings available if anyone would like to view them. The trainings are available at no extra charge. All OpenGov users should have received an e-mail with login credentials. If you are unable to get set-up, please reach out via e-mail. Our Facilities team is currently experimenting with sending a Survey via OpenGov Open Town Hall. If the survey testing goes well, other departments will be able to utilize as well.

ii. SiteImprove – Sarah Stupey reported that there are still twenty seats available for SiteImprove Academy trainings.

iii. Matson & Isom Clear IT Academy- Sarah Stupey reported that Matson & Isom Clear IT Academy has training videos available. They have a Microsoft Teams training webinar scheduled this week. Links are available on the agenda.

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 malicious e-mail training videos are available.

## **6. DEPARTMENT & VENDOR REPORTS**

Matter a: Matson & Isom monthly report

Documents: None

Proceedings: Russell Moeai reported that there is a lot of future planning regarding Microsoft Licensing and how we can take advantage of what they have to offer. Our goal is to have SharePoint up and piloting so that we can move away from the file server. We are currently working with the Sheriff's Office on multi-authenticator pilot program. David Jensen reported that the C4 upgrade will be completed as of today and Juvenile Hall is up and operational. Russell Moeai reported that we are trending way over hours for this month and have limited on-site visiting to keep hours down. Tyler Smith reported that some departments who are using desktops may get a pop-up to upgrade to the new Windows 11, if you are getting this, please do not upgrade as it has caused many issues and takes time to bring back Windows 10. We are working on a way to block Windows 11, but at this time we have no way to block Windows 11.

Matter b: DGI Monthly Report

Documents: None

Proceedings: Sarah Stupey reported that the DGI contract and licensing is expiring soon. The contract expires 4/30/2022 and phone licenses expire 5/25/2022. We are exploring and evaluating options to move forward with. Michelle Knight asked about mobile device accounts whereas Oscar Chavez stated he could facilitate a meeting with mobile phone carriers.

Matter c: Department Reports

Documents: None

Proceedings:

- i. Agriculture/Air- No Update.
- ii. Assessor- No Update.
- iii. Board of Supervisors- No Update.
- iv. Child Support Services- Jennifer Scott reported that Child Support will not need any Foxit Licensing for their department. Dawn Mayer added that she would like to get together with Sarah Stupey and Oscar Chavez to discuss which portions of technology for their department is supported within the county and which is supported by State DCSS. Dawn Mayer also included that they are planning to switch their phone calls to Microsoft Teams and would not mind piloting this phone option for the county before the county makes any decisions to switch to Microsoft Teams phones.
- v. Community Action Department- No Update.
- vi. Cooperative Extension- No Update.

- vii. County Counsel- Liliana Chavez wants to remind departments to continue forwarding any Inland bills/phone calls to the County Counsel office.
- viii. District Attorney- No Update.
- ix. Finance- No Update.
- x. General Services- Reached out through the after-action email if you have a questions or concerns.
- xi. Health & Human Service Agency- Erin Valdez asked if there is a plan for future storage for the county agencies? They intend to move to out from their current location and will need new storage space.
- xii. Personnel- No Update.
- xiii. Planning & Community Development Services Agency- Mardy reported successful transfer of a big file now that the AT&T fiber line is active.
- xiv. Probation- No Update.
- xv. Public Works Agency- No Update.
- xvi. Sheriff/Civil Division- No Update.

**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**

March 16, 2022, at 10:30 a.m.

Board of Supervisors Conference Room, Willows Memorial Hall

Meeting adjourned at 11:40 am

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