

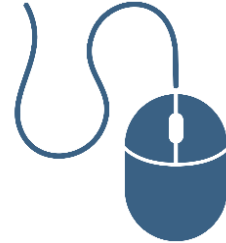
MEETING MINUTES

GLENN COUNTY INFORMATION SERVICES COORDINATING (ISC) COMMITTEE

WEDNESDAY, May 18, 2022
10:30 AM

MEMBERS PRESENT

Erin Valdez, Health and Human Services Agency Representative
Brandon Thompson– Glenn County Sheriff/Probation Representative
Jolene Swanson, Public Works Representative
Ian Ledbetter, Ag/Air Representative
Mardy Thomas, Planning Community Development Services Agency Representative
Humberto Medina, Department of Finance Representative



OTHERS PRESENT:

Sarah Stupey, GS	Oscar Chavez, GS	Brenda Enriquez, CAD
David Jensen, MITCS	Samantha Grundy, GS	Sendy Perez, Assessor
Tyler Smith, MITCS	Scott De Moss, CAO	Brant Mesker, CAO
Wyatt Acheson, HHS	Dawn Mayer, DCSS	Robyn Nygard, CAD
Erin Emma, Personnel	Liliana Chavez, County Counsel	

1. WELCOME

Sarah Stupey, IT Program Manager, confirmed a quorum of members, and called the meeting to order at 10:30a.m.

2. MINUTES

Matter: Approve Minutes of April 20th, 2022 meeting.

Documents: Minutes of April 20, 2022

Proceedings: Sarah Stupey called for comments and/or corrections on the previous meeting minutes. Hearing none, Humberto Medina and Jolene Swanson 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.
the image is available.

4. BUDGET

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

Documents: None

Proceedings: Centralizing Information Technology Purchases-
Humberto Medina advised that Department of Finance has two software programs that they pay for and wants to know if the two payments will also be centralized? Scott De Moss responded that from his perspective, he would like to get there at some point. Ian

Ledbetter asked at what level do we need to reach out to you regarding hardware and do we need to order equipment through you or can we order equipment ourselves within our department? Sarah Stupey responded that anything in the realm of hardware should be discussed with Oscar and myself. It doesn't have to be ordered through us, but we would prefer to be ordering or kept in the loop of any IT related equipment so that it can be tracked for future purposes. We are really trying to keep county departments on the same or similar equipment that way it's easier to troubleshoot when problems occur. Sarah Advised that a hardware tracking sheet has been sent out to departments and she has not received them all back. Mardy asked how to report information if a serial number is not available? Sarah responded with we really just need the service tag number. Mardy Thomas also asked what to do if equipment is old? Oscar Chavez responded to submit a service ticket to facilities and they will pick it up and surplus the items with Brooks.

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 the strategic plan is going to kick off this year. We will start with a survey of needs/wants and work on getting a small group together. Please review your department and recommend 1 to 2 people for the strategic planning group. Ian Ledbetter asked if we need 1-2 representatives from each dept? Sarah Stupey responded that she would like at least one person per department as she needs input from all departments.

ii. Hardware Recommendations-Sarah Stupey reported that the 5470 laptops have been amazing, they are cost effective and secure. The laptops cost about \$1,100.00 each, the laptops go well with a docking station, but the docking stations are on backorder. Mardy Thomas asked if the laptops had a sim card so that the laptops could be used out in the field? Sarah Stupey responded that a hot spot would be required for the equipment to work in the field.

Matter b: Items for Discussion and Possible Action

Documents: None

Proceedings: i. Foxit Pro Licenses- Sarah Stupey reported that Cesar with Matson and Isom is ready to deploy Foxit. We asked departments to decide who will need Foxit Pro and who will need Foxit Reader. If you are getting reader, you will not need to do anything when this is deployed. If you are getting Foxit Pro, you will need to sign in with your credentials.

ii. ECS Imaging, Inc. — Sarah Stupey reported ECS imaging has completed the needs assessment meetings with the departments who were interested in Laserfiche. Department specific quotes should be available soon. Once quotes are cleaned up, training will begin for departments.

Website Subcommittee— Sarah Stupey reported that we will be waiting on this project until later this year since our current version of Drupal will not be expiring until 2023.

iv. Copier Contract with Caltronics and Coastal – Sarah Stupey advised to please not shake

toner cartridge when toner becomes low. We are still planning to move forward with an automatic toner ordering system. Sarah Stupey let departments know to reach out to us if any issues as Oscar Chavez has been on this project since implemented last year. Humberto Medina asked if have a list of the departments who are still using Inland? Sarah responded with we know of only two departments.

v. Granicus Peak - Sarah Stupey reported that the representative followed up and is willing to provide Granicus Peak training. We have not got a lot of feedback regarding Granicus training. If you are in need of Granicus training, please let us know.

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. Town Hall is included in costs already. If you are needing a survey platform, please check out Town Hall.

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

iii. Matson & Isom Clear IT Academy- Sarah Stupey reported that Matson & Isom Clear IT Academy has training videos available. Tyler Smith recently did a training video on Microsoft Planner. Tyler Smith stated there is a live cybersecurity training planned for next week. Tyler also advised to be aware of e-mails because hackers are getting better and better at disguising themselves as someone you know. Sarah Stupey reminded everyone to please check GovDelivery e-mails regarding malicious e-mail, these e-mails will be our first defense in trying to prevent a malicious e-mail from being opened.

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. GovDelivery is used to send out countywide e-mails for anyone who may not know what GovDelivery is used for.

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: Tyler Smith reported that the number of projects that are open are likely waiting on external parties, we are hitting roadblocks due to this situation. If you notice an e-mail from a vendor regarding hardware where Matson and Isom are not included, please review and advise. We have been doing a lot of work with the Sheriff's department for Mobile Device Management. Matson and Isom has many projects set up for the future, multi-authenticator being one of them to set the county up with further security. Hours being spent has been trending high for the past several months, a lot of those hours are related

to the Core. Microsoft has announced the end of life for Internet Explorer which will be being replaced by Microsoft Edge. If any departments require Internet Explorer, please reach out so we can work a solution. David Jensen reported that 100 users are currently running Internet Explorer, but unsure if it is a need or not.

Matter b: DGI Monthly Report

Documents: None

Proceedings: Sarah Stupey reported we have some good news, our DGI phone contract went to the board and was approved. From May 25th through June 30th, we will not be able to order any phones until the new contract begins on July 1st, 2022. If your department thinks it may be needing to order a phone for a new hire between that time, please let us know before May 25th so that we can order phones.

Matter c: Department Reports

Documents: None

Proceedings:

- i. Agriculture/Air- Ian Ledbetter reported that he has been having issues with the new thin client not allowing him to download photos. Sarah Stupey reported that this is a firmware issue, not a hardware issue. It is recommended to send photos to cloud from device and pull the photos from a cloud base system such as teams, SharePoint, or OneDrive. Ian asked if he should cancel the Matson and Isom ticket he has created for this issue and call Sarah instead? Sarah advised to leave his ticket in place at this time.
- ii. Assessor-No Update
- iii. Board of Supervisors- No Update
- iv. Child Support Services- Dawn Mayer reported that Child Support department will be porting phone numbers for Microsoft Teams June 1st and will advise on how the transition to using Microsoft Teams phones in the future.
- v. Community Action Department- No Update
- vi. Cooperative Extension- No Update
- vii. County Administrative Office- No Update
- viii. County Counsel- Liliana Chavez advised to not pay any Inland invoices and please forward any collection calls to County Counsel.
- ix. District Attorney- No Update
- x. Finance- Humberto Medina reported that they are working on OneSolution upgrade and also reported having issues with Microsoft Teams. Humberto stated that he tried to have a Microsoft Teams meeting and the meeting kept continuously kicking him out and he would have to log back in. Sarah Stupey let Humberto know that they may have to run a test meeting with him to see what the issue could be.
- xi. General Services-

- xii. Health & Human Service Agency- Erin Valdez reported that they will be leasing the Butte College building come October and will reach out with what they may need for this transition.
- xiii. Personnel-No Update
- xiv. Planning & Community Development Services Agency- Oscar Chavez reported that the fiber line was being installed right now and the switch equipment would be here in October.
- xv. Probation- Brandon Thompson stated they had received the equipment that was ordered.
- xvi. Public Works Agency- No Update
- xvii. 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

June 15, 2022, at 10:30 a.m.

Board of Supervisors Conference Room, Willows Memorial Hall

Meeting adjourned at 11:56 am

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