

**OAKLAND COUNTY**  
**Information Technology Leadership Group**  
**Meeting Minutes**

**LEADERSHIP GROUP:** Finance Administration

**MEETING DATE:** 10-29-2019

**GOALS (S):**

**RECORDING SECRETARY:** Pam Weipert

<b>NEXT MEETING DATE:</b> January 28, 2020	<b>TIME:</b> 2:00 PM
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<b>Members / Alternates Present:</b>	Jeanette Gravelle, Scott Guzzy, Allan Robbins, Kevin Scheid, Joellen Shortley, Lynn Sonkiss, Chris Ward, Pam Weipert
<b>Members Absent:</b>	Todd Birkle, Jody DeFoe, Thom Hardesty, Dan Hunter, Kristy Slosson, Leigh-Anne Stafford, Garth Wooten
<b>Others Present:</b>	Janet Brinker, Sean Carlson, Wendy Conklin, Kerry Ellis, Kary Goisdzinski, Mary Gosine, Scott Kaiser, Kaitlin Keeler, Janette McKenna, Paul Megge, Tammi Shepherd, Stu Smith, Mike Timm, EJ Widun, Cassy Zakens

**Call to Order 2:01 by Chair Lynn Sonkiss**

1. **Approval of prior meeting minutes** - Chris Ward made a motion to approve the minutes. Joellen Shortley seconded the motion. The minutes were approved unanimously.  
<http://www.oakgov.com/pmo/>
2. **Review 2019-20 Master Plan Quarterly Status Report:**
  - a. **Vacant Position Report (as of October 18, 2019) - pg. B.6**
    - Janette McKenna reported that IT began the period with eleven vacancies. One position was filled. Three additional positions became vacant during the period leaving a total of thirteen vacancies at the end of the quarter. In the past two weeks, IT has hired a Chief Information Security Officer (T.J. Fields) and a Project Manager. Currently there are 11 vacancies, which is a 7% vacancy rate. The highlighted positions on the report are those that are the top priority to fill.

b. **Review Planned Maintenance/Upgrades pg. A.1- A.17**

- **02 - HIPAA Compliance-Enhancement Program** – Program consists of HIPAA Compliance Program, HIPAA External Risk Assessment, and the HIPAA Business Associate Compliance projects. The team has completed sizing efforts for the External Risk Assessment and Business Associate Compliance that will be conducted within the HIPAA Compliance Program.
- **02A - HIPAA Compliance Program** - The program team has established the External Risk Assessment and Business Associate Compliance projects. Continuation of Department monitoring and documentation.
- **02B - MyInsight Implementation** – The solution foundation was completed with the vendor and system configuration is underway. IT expects to start the data conversion and AD integrations this month with UAT in December and a January 2020 go live.
- **02C - HIPAA External Risk Assessment** – The project has been initialized, RFP completed and published, and all responses have been received. Full vendor response scoring has started.
- **02D - HIPAA Business Associate Compliance** - The project was kicked off. Current state evaluations and requirements gathering with Purchasing have begun.
- **03 - Homeland Security Management System** – Training OAKEOC is now active. Approximately 200 users have attended sessions. OAKEOC rolled out and is live in production. The new IAM solution and authentication has been configured and are being implemented.
- **04 – Law Library Infrastructure Improvement** - The Law Library Infrastructure project has been re-started. IT is currently reviewing requirements against the previous design.
- **05A - FHCM Program Management** – IT is continuing to charge time to this project for overall program management which includes vendor management, training, conference attendance and other on-going program activities.
- **05D – FHCM Architect (HCM)** – IT is continuing to complete the design of outstanding integrations and reports for HCM and Payroll.
- **05F - FHCM End to End Tenant Build (HCM)** – IT extracted over 50 spreadsheets/workbooks worth of HCM and Payroll data for the 4th Workday tenant build.

- **05G - FHCM Reports & Integrations Development (HCM)** – IT has started the development of HCM and Payroll reports and integrations.
  - **08 – EDCA Digital Marketing Program** – IT has started the Elite 40 Promotions. It is currently in the Nominations phase. This effort will run through the end of February.
  - **09 - Procurement Solution** – The project entails updating procurement forms. IT has completed the business requirements and process documentation. Replacement forms are being developed and IT is preparing to enter the testing phase within the next few weeks.
  - **10 - CDR/HHSCP Application** - Development of the new application is 95% complete. DEV testing is underway. Initial user feedback was received. IT expects UAT to start in early November with a January 2020 go live.
- c. **Master Plan Analysis** - Janette McKenna reviewed the Master Plan Analysis (ref. Page C.1) for the quarter ended 9/30/2019. IT has completed 41% of the Finance/Admin Group’s Enhancements/New Development, 66% of Planned Maintenance and Upgrades (PMU), and 55% of Support/Maintenance. Overall the IT’s delivery on the Finance/Admin Leadership Group’s projects was at 45%. IT’s overall delivery to all leadership groups was 47%. We are 50% of the way through the 2019-20 Master Plan.

Tammi Shepherd commented on the 41% completion rate for Finance/Admin’s Enhancement/New Development versus the 50% target rate. Tammi said that at the beginning of the Master Plan, IT was concerned about overall staffing levels, so they didn’t start projects. IT has “hired” five people and are working to “hire” six more. Most of these have been contract labor “hires.” IT has also been focusing on delivering the PMU since the Windows 2008 operating system will not receive any patches after January 20, 2020. IT is moving the applications on Windows 2008 to new servers. There will be security issues if IT does not complete this move by the January 20, 2020 date. Tammi also noted that Workday has started at a slower pace than expected. IT has “hired” people to work on this project. Tammi expects that IT will get up to speed and deliver all of the projects by the end of the plan.

Mike Timm introduced Deputy County Executive Sean Carlson and welcomed him to the Leadership Group meeting.

3. **Identity and Access Management Update** – EJ Widun reminded the group that IT has selected OKTA to provide identity and access management as a service. IT has built the foundation and is ready to start reaching out to users. In the next few weeks, IT will send out two broadcast messages. The first will announce the new system. The second will be a call to action for

county employees to set up their custom dashboards. As applications are moved to OKTA, employees can start using it. The implementation will be a multi-year journey. One out of two applications will need to be modified for OKTA. Over time, as applications are modified, more applications will show up in users' dashboards. Security Mentor, IT Help Desk and Workday are examples of the applications that all county employees will see and use. Employees will also see the applications that are specific to their jobs and roles.

4. **Universal Communication and Collaboration** – Mike Timm provided an update on this three-part project.
  - Phase one is updating the County's switches and routers. IT has finished improving the core infrastructure on campus. They are now improving the fiber and switches to the CVTs. They expect to complete this phase in the February/March timeframe.
  - Phase two is the new phone system. Contract negotiations were completed and a contract was signed in July. The new VOIP system will include a lot of collaboration features including video and messaging. IT will need to visit all desks to understand the features that employees are currently using. An Experience Room will be set up in the old Health Building to help departments understand the new VOIP features before they make a decision on which phones to order. Phones with many features will be more expensive than those with fewer features. Employees with County cell phones may have the option to get rid of their desk phone.
  - Phase three is an upgraded Wi-Fi network for central campus and the 52<sup>nd</sup> District Courts. This phase has not started. Funds have been set aside for the engineering work. The hardware and services required to complete this phase will need to go out to bid and will need Board approval. The network for county employees will be separate from the network for the public. IT will be doing a pilot program at the Board of Commissioners. Mike does not expect this phase to kick off until March or April.
5. **Office 365 Update** – Tammi reported that SharePoint (My Work) will be migrated to Office 365 SharePoint. Cassy Zakens' group is working with departments using My Work to determine what to migrate. IT is evaluating whether to turn on some of the new features in Office 365. Tammi cautioned that there will need to be policy and governance decisions as well as training if the County decides to use these features. There will be a pilot program within IT to determine how to roll out the new features.
6. **BOC Hardware Replacement Implementation – Size Estimate Presentation** – Cassy presented the project which will replace the commissioners' I-pads with Dell Latitude devices, extend the County's Wi-Fi to the Board Auditorium and Committee Room A and B, and provide training and support. Lynn shared that the project is funded; a resolution has been approved by the board and the funds have been transferred. Janette said that although the project is funded

and that IT plans to bring in resources to complete it, she cannot say that the project will not impact other projects. Chris Ward commented that there have been issues with commissioners not fully participating in the County email. The I-pads were a good solution when they started using them, but they no longer meet the Board's needs. IT did a full study of the Board's service requests to determine that this new hardware would meet the commissioners' needs. Joellen added that from a legal perspective, the sooner the new devices are in place, the better. Joellen moved to make the BOC Hardware Replacement Implementation project priority #4 and move the following projects (#4 - #17) down one priority. The motion was seconded by Chris Ward, and passed unanimously.

7. **Executive Rebranding – Sizing Presentation and Prioritization** – Cassy reported that this project will update the executive name on the sites IT owns and manages. Hours have been identified in IT's Citizen's Engagement Budget, and work has already started. Janette said that because the hours have been identified, the Leadership Group only needs to prioritize the project. She also said that in cases such as this, where timing is important, IT will start the project immediately with Manager approval. Chris Ward motioned that the Executive Rebranding Project be moved to priority #4, the BOC Hardware Replacement Implementation Project be moved to priority #5, and the remaining projects slide down a priority level. The motion was seconded by Joellen Shortley, and unanimously approved.
8. **2021 – 2022 IT Master Plan Preparation** – Janette reminded everyone that an email was sent to Leadership Group members on October 28 that communicated the schedule for preparing the 2021-2022 Master Plan. IT wants to expand the time period for preparing the plan. In the past, the work started in January; IT will start preparations in November. A March 24<sup>th</sup> meeting has been added for presentation of the potential projects for review and prioritization for IT sizing. The April meeting will be the regular quarterly update. The sized projects will be reviewed and the final prioritization of projects will occur at the July meeting.
9. **Other Business** - None

**Chair Sonkiss adjourned the meeting at 2:52 PM.**