

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

**LEADERSHIP GROUP:** Land

**MEETING DATE:** 10-20-15

**GOALS (S):**

**RECORDING SECRETARY:** Robert Scripture

**NEXT MEETING DATE:** 1-26-15

**TIME:** 3pm

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**Members Present:** Tiffany Jacob, Michelle Stover, Lynn Smith-Duane, Leigh-Ann Stafford, Tammi Shepherd, Sherri Gee, Philip Sanzica, Phil Castonia, Phil Bertolini, Janette McKenna, Art Holdsworth

**Call to Order 3:04**

**Approval of Minutes**

**Approval of Agenda**

- Addition to previous agenda 2D: 44.25 hours into the FMNO time punch project to cover variance when closing the project.

**Approval of Agenda Amended**

**Routine Business**

- **Vacant position report:**
  - 26 vacancies last quarter, filled some positions, current list is at 24. Page in agenda represented positions highlighted that were being actively recruited, this month they have filled 4 spots, so new current number will be 20 vacancies, equaling 13%.
  - Lowest since 2011
- **Status of Internal Projects:**
  - **E-Government**
    - Side note - Ed Sager retired, will be working part time. Therefore, Jennifer will be taking over until vacancy is filled.
    - #10 - GBD Participant Development Project
      - Budget supporting ongoing recruitment and development of the GBD program, several participants currently active in contract discussions.
      - The following projects "Participant Implementation Budget"
        - in last quarter, signed new contracts with the townships of Highland, Lyon and Orion
        - Townships of Groveland, Milford, Royal Oak and Springfield, as well as City of Keego Harbor, have amended existing contracts in taking advantage of additional services for revenue sharing opportunities.
        - CVT will be taking payments both online and over the counter
    - #12 – Re-write Project for web Services of E-Commerce
      - Project separates E-commerce engine into less complex modules so some work has been done on that last quarter
      - In the process of planning next projects
    - #16 – The project has ongoing activity for promotion of G to G Cloud solutions brand.

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- #17 - The project has ongoing activity for promotion of G to G Marketplace
  - #18 – “Citizen Engagement Budget” for IT
    - Publish content, special media promotion and website video content to keep general website fresh and Blog going.
    - IT created and implemented weekly summer safety series, in its success, decision going forward is to implement 2 safety themed Blogs a month.
    - IT completed and published 3 program videos: They go out around county, educating public about programs that we have;
      - Oakland County International Airport
      - Business Round Table
  - #20 – County recognition and Initiatives
    - Award season is over for the year, but used budget to support Brooksie Way Website for time tracking of event.
  - #21 – budget for various improvements to E-Government program
- **Status of Internal Services:**
    - Project #2
      - Communication Change Order Services:
        - New wireless device requests
    - Priority #4B - completed past quarter, Idol Process Documentation, part of service center handbook for processes.
    - Priority #9 – Communication call agents, implement 9 call agents this past quarter.
- **Technical Systems and Networking**
    - Office 365 for deployment for email calendar and instant messaging
      - This week, completing phase 3, which is vast majority of county users except for remainders of some sheriff Deputies.
      - Will be beginning phase 4 and rapping it up by the end of November
    - RAP Project – Reference Architecture Project
      - New structure and technology for the Data Center
        - Completed 193 migrations of systems thus far, doing another 46 this week which will take us a little over the 50% mark and continuing after year end.
    - Email from HR regarding 3 year subscription to Amazon Prime.
      - This was a Phishing email.
      - HR attempt to try to get people to click on the Link and / or to potentially put in their credentials
      - It was wan educational tool, not punitive; not a tool to try any punish anyone; not a real email. They wanted to see how many people would actually go through with it – Quite a few people DID!
      - 90% of all cyber security hacks are people related: someone clicks on a link, or open an email, or they go to a website they really shouldn't.
      - Based on education that was held this past year where everyone watched the videos; THIS WAS A TEST! We did OK, but we did not do great.
      - There will be additional education going forward; new form of education for cyber security called “Gamification” it is an online game you will have to play to help you learn more about cyber security and the risks.
      - This is a real problem that we have, people see a link and think they are going to get something out of it; clicking on the link in many cases is just as bad as putting in your credentials.(Especially at home, where you may not have the protection on your PC's that the county has.) Some instances, clicking on link may download malware and put a “Key Logger” on your PC and it will watch you go into your bank accounts/credit cards and steal your password... ultimately; they are trying to get into your system. So by putting in your name, user name and password, you're allowing a hacker access in.
      - It's now been 24 hours, figuring everyone has seen it and quite a few have

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opened it and put in their credentials into system: username and password for the county network. Many of them that have done so, had a final screen that popped up saying “you have been Phished” and here are the things you shouldn’t be doing!

- More of these tests will be conducted. It is a way to educate; once you get burned, you tend to be more careful next time.
- EX: son was a victim of “cryptal loggers” he tried to pay and do everything he was asked, but it was all a scam and it locked his PC up. He was so nervous he thought he had to do something about it before calling his Dad, and then he called him afterwards, which he then had to go fix it. Point is: they get you when you least expect. They get you to do something that you would never normally do.
- HR is “NEVER” going to send you an email saying “YOUR GOING TO GET SOMETHING FOR FREE.” It’s not how it works! If you look at the email, there was an “old Oakland County Logo” on there. This is what these phishing emails do, they grab old information online and old logos and they put it all over email to make it look real. Also, the email address was not an HR email address. It was something different talking about oakgov. portal or to something of that nature. Wrong URL!
- A few clues that indicated it was not a good email: wrong URL, Old logo and it made you sign on.
- Over 100 people called into IT asking what this was, that was good on their part. This is what HR wants you to do. ASK QUESTIONS!
- They tried to do it to them internally first, and they questioned it saying they need to get their security staff, this email looks real... this can’t be right! Only to find out it was the phishing email. That’s ok, and that’s the reaction we want. We want people to talk about. People in different departments are probably talking about it, wondering what it was, which their goal was. It’s another way to educate people on cyber security.
- Again, it is not punitive, they are not going to sit and point fingers at those who actually did it, and it’s a learning experience so that the next time they get one of these emails, they will think twice. Anytime you have to think twice is another opportunity to stay safe.

- **Status of Land Projects**

- Planned Maintenance
  - In the middle on a plan upgrade. Close to completing upgrade and development environment and in the middle of the QA environment plan upgrade. They are seeing some positive results from users and testing and making great progress.
  - Enterprise GIS upgrade, in the middle of development and starting to plan the QA environment as well. Making good progress.
- Masterplan Activity
  - #2 – AAT upgrade user documentation: completed 25 of the 42 documents
  - #4 – WRC – completed last quarter.
  - #7A- WRC FM mobile – gathering the requirements for RP with WRC and FM.
  - #9 – AAT upgrade in text upgrade, we upgraded successfully in depth in QA, customer testing is complete, and have since put this project on hold, pending the completion of the vendor completion.
  - #10- FMO RP building management systems, continuing to assist facilities and the vendor on current state assessment.
  - #11- WRCF authorization, completed contract negotiations and requirements, implementation has started, along with in depth workshops with the vendor project team to begin next week. Application is now in the development environment.
  - #12- Data repository, identifying the data sources; that part has been complete, evaluating the requirements for solutions.
  - #13- Text management system replacement program, 2 projects on here;’

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- Planning:
  - Completed this project to work with a vendor to promote project plan on schedule for the 18 month project. As well as a data dictionary and other data conversion activities.
- Requirements Project:
  - In progress, completed all requirements, architecture review, and integration requirements and just started the design sessions.
- #14- Road commission CAMS permit and work order project: development and work order template testing is complete. Development of process for permitting templates will abide with this project and align with sequence upgrade.
- #15A-Enterprise Implementation Contract definition: we've been doing some things on our side regarding the contract and waiting on some decisions from the safety to determine how to move forward.
- #16- WRC Cost Accounting and Rate development: changes to the existing reports have been made to streamline recording efforts and rate development and deep dive sessions are scheduled throughout this month.
- #17- Emblar scheduling and product research: project planned, RP was drafted, and was just sent out last week.
- EHU collection: past quarter, working with new prototype for hardware and software for new GPS field collection processing so were working up that prototype and will be making a decision in the next few weeks
- #20- Board and settlement program:
  - #20B-Download automations, initial crediting was completed, requirements gathering have started.
  - #20C-Table development was completed and the customers are testing
  - #20D-started project
- #21- FMO Time punch: project was completed. Select FM's Staff are now using the time clocks and data has been downloading directly to software.
- #22- CAMS Enterprise Enhancements: completed ride-a-long's with the WRC CAMS field staff to research possible application issues and supported the CAMS server migration to the new RAP environment for application and performance improvements and implemented database changes to support industry standards with man inspections.
- #23- RWC Development Budget: with these hours IT has been working on the leader exchange software for Pontiac Leader change out, development program installed, and production targeted for later in October. Continuing to work with data application, including migrating data from legacy system, immigration with scata, and working with IT team on estimating for final additional sites. Completed simple calendar solution's for water billing schedule
- #23A-WFCXC2 implementation: in the last quarter we have completed the data conversion and are testing.
- #24- GIS Enterprise Programing: Final version of the GIO Vision assessment tool is completed a new ESRI enterprise agreement contract has been signed. Planning to start expanding on the ARC GIS online organization roll out next month.
- #26- Register of Deeds DB: have been working with them on a new statement of work for their Xerox to renew ACS product.
- #28- Treasury Applications EB: supported both technically and with video support for August Land sale and implemented subtle enhancements applications.
- #29 Equalization APPS EB: completed enhancement for equal industry
- #30 Parks and REC EB: last quarter we installed network drops for park emergency management systems.
- #33- EBCA EB: update to the media center on recently re-design advantage Oakland website, investigation into the third party broad band web map
- #34- Property Gateway: Primary Residence Exception data was added to

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- the current tax profile and moved to production to change next week.
- #36- CVT EB: created report for CAM application for city of Farmington Hills.
- #39- System Engagement Budget: Is used for Website updating content, some design features, product design, social media videos, the airport took advantage of this service and enhanced our website over the last quarter by updating design and content and application of site.

**Summary of Delivery**

- One year through a 2 year Master plan: 50%

Enhancement & New Development:	10,209	hours or 34%
Plan maintenance & Upgrades:	6641	hours or 30%
Support & Maintenance:	22,540	hours or 47%
Overall Delivery:		39%
Delivery for Department:		49%

NOTE: A few large projects that have large Contracts that are in negotiation, for several months; what we typically see with that is a small amount of hours over that period of time. Therefore, we are a little low in delivery. However we have had breakthroughs with our Optimization project, our Project for Treasures office and Language project has taken off full force, we started adding staff, to start increasing delivery in this group, so we will be seeing more hours of delivery in this area in the months to come, then we have in the past 4 quarters or so. There is still one contract out that will still be in negotiation for another 6 months.