

Minutes from the Information Technology Committee

Monday January 7, 2019

Called to order 5:00 pm – Adjourned 5:40 pm

Attendance:

Jamie Goggin, I.T. Committee Chair	Ann Gorman, Committee Member
Chrissy Dutton, Committee Member	Erica Conway Harriss, Committee Member
Jack Minner, Committee Member	Bruce Malone, Committee Member
Dalton Gray, Committee Member	Rob Dorman, I.T. Director
Chris Bethel, I.T. Manager of Network Services	Brett Greenwell, I.T. Systems Administrator
Dave Parizon, I.T. Manager of GIS & Programming	Andrew Esping, I.T. Project Manager
Jessica Aylsworth, I.T. Office Manager	

Meeting was called to order:

Minutes from previous meeting:

Chairman Jamie Goggin asked for motion to approve the minutes from December's meeting. Motion was made to approve the minutes by Dalton Gray and seconded by Bruce Malone. **MOTION CARRIED.**

Purchase Orders:

After the discussion of the staff reports, Chairman Jamie Goggin asked for a motion to approve the purchase orders. Motion was made to approve the orders by Chrissy Dutton and seconded by Ann Gorman.

Purchase Request >\$5K and <\$35K approval:

VMware Renewal

Chairman Jamie Goggin asked for a motion to approve the VMware Renewal, stating there was only one vendor to go to. Motion was made to approve the renewal by Bruce Malone and seconded by Jack Minner.

MOTION CARRIED

Discussion:

- Director Dorman explains the purchase orders and the past month's expenses. The budget that is going to be brought before the Finance meeting on January 9th is also discussed.
- Dorman continues to talk about a new policy COBIT, it is determined a resolution is not needed to follow this policy, as it's merely structural, so it's agreed upon.
- Andrew Esping gave a presentation about Granite Communications for fiber, cable, and POTS lines to help relieve some of the management of the POTS lines and etc and combine it into one billing process so it's already divided out. Granite will also save us money by providing wholesale prices, opposed to the retail pricing we currently have. This was agreed upon.
- Brett Greenwell then gave a presentation on a project with changing the user logon ID's from the combination of first and last initials and last name to all three initials and a randomized set of 4 numbers (EX. Bmg0716). This came to a stand-still as there was no concrete proof that there wouldn't be larger issues when it was implemented department-wide. Plus, there was worry over the Sherriff's department as they have 2 different accounts to worry about as is and changing one ID could cause them issues. This was concluded to be a work in progress and that it will be thoroughly tested on the IT Department before actual implementation in any other departments.
- Brought up amidst Brett Greenwell's presentation was the Public Defender Calendar that he, Andrew Esping, and Jessica Aylsworth were working on, and would be presenting in the future to the Public Defender Department.
- Jessica Aylsworth gives a presentation about the last years closed tickets and explains what she will be using that data for in the future. For the moment she could present the number of tickets

per department but was working on the specific SLA's for each department as well. She would like to narrow down which issues are taking the IT Department the most time and see if we could be more efficient in working tickets or figure out if we have a problem computer/system or employee.

- Chris Bethel brings up the email retention policies that we don't currently have in place. It is determined that we have a 25 year policy with Intradyn. Without requiring a vote, Dorman asks if a resolution needs to be created for this issue, Ann Gorman agrees that we need to dig more into the average policies to see how it would affect us.
- Under old business it was agreed that there was none.
- Under new business, Chairman Jamie Goggin asked that we talked about the recent AT&T outage we had. Both Brett Greenwell and Chris Bethel spoke to it and how we combatted the outage. AT&T was at fault in the end and effected our DNS servers but the outage lasted for 3 days, to which we switched over to Charter in order to keep our internet and phones up and running. There is now some redundancy in place if AT&T were ever to experience an outage again. We switched one line over to Charter and will be using a cloud server in the future so we have 3 different ways to route the lines. It was also determined that for an issue of that measure we couldn't take preventative steps other than the re-routes since we do not control the AT&T servers.
- Still under new business, Chris Bethel spoke to the AT&T email issues as well. We had been placed on a black list by AT&T so our county emails sent to AT&T or any other emails they owned would get sent back as undeliverable. We fixed this by switching from Charter back to AT&T and we will be getting a new Charter IP address.

Public Comment:

Motion to Adjourn:

Chairman Jamie Goggin asked for motion to adjourn the meeting. Motion was made by Ann Gorman and seconded by Dalton Gray. **MOTION CARRIED.**

Copy's sent:

Dalton Gray – madco.dalton.gray@gmail.com, Ann Gorman – aegorman@co.madison.il.us, Jamie Goggin – jgoggin@co.madison, Jack Minner-jackminner18@gmail.com, Chrissy Dutton – madcboardchrissy@gmail.com, Erica Conway Harriss – madisoncountyboarderica@gmail.com & Bruce Malone – bamalone@co.madison.il.us

After Approval:

Madison County Clerk's Office, Vanessa Jones – vljones@co.madison.il.us

County Clerk Administration – coclkadmin@co.madison.il.us