

Information Technology 2021 Progress Report

October 13, 2021





IT Director
Bill Horning



Help Desk Specialist
Shannon Innis



Network Administrator
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Webmaster
Gary Yoder



Lead Developer
Elaine Geiger



GIS Coordinator
Rick Havel



Cyber Security Analyst
Sean Bateman



Server Support Specialist
Fred Brown



Desktop Support Technician
Robert Alfrey



Desktop Support Technician
Colin Court



Programmer Analyst II



Programmer Analyst II



Business Systems Analyst



GIS Analyst
Adam Gebhart



GIS Project Specialist
Dan Swartzendruber

IT Department Highlights

- Completed 1891 work orders.
- Supporting telework for up to 188 employees during pandemic.
- Deployed new County website.
- Hired new Cyber Security Analyst.
- Filled Desktop support position.
- Installed firewalls between buildings to protect the network.
- Deployment of network and technology in Guide Link Center which we are now supporting.
- Supported Elections with imaging and setting up 240 laptops for general election.
- Assisted with livable community website move to county site.
- Conducted remote pen test with Cybersecurity & Infrastructure Security Agency (CISA) required for Election administrative rules.
- Deployed using credit cards for Secondary Roads in Cash Receipts.

Department Accomplishments

GIS

Interactive site on COVID-19 for Johnson County residents

Johnson County Coronavirus Information Hub

COVID-19 At-Home PCR Test Kits

Vaccine Watch Wednesday

Other Language Resources

Discussing COVID-19 Vaccination Concerns

Prevent Illness

If You Are Sick

FAQ

COVID-19 is a respiratory disease caused by the novel coronavirus. It is mild for most people, but can cause severe illness and result in death for some. Older adults and people with chronic medical conditions, such as heart disease or diabetes, have the greatest risk of becoming severely ill.

Johnson County Public Health is working with local, county, state, and federal partners to keep our community informed about COVID-19. This page provides information, maps, and resources about the coronavirus response in our community.

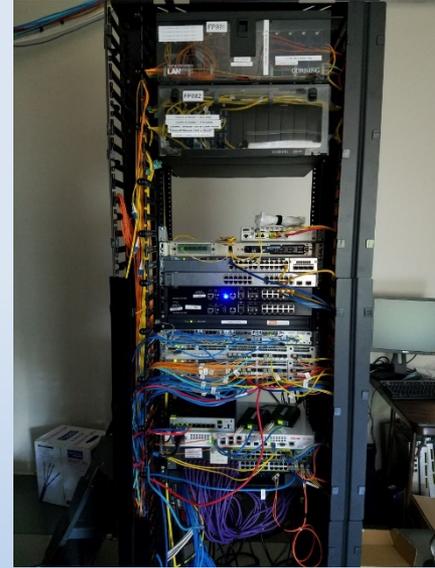
(Page updated 09/27/2021)

COVID-19 Vaccine Information

GIS

- Worked with Public Health to maintain a hub site for COVID19 information
- Working with Social Services to show poverty/health metric data by Census Tracts in Iowa City and Coralville to produce map series they can use for report/grants. Using ACS (American Community Survey) data from Census (2015-2019 data).
- Deployed new 2021 aerals.
- Worked with JECC to update the ALI and MSAG files and bring them in-line with our data to reduce the NG911 errors.
- Completed the Boundary and Annexation Survey - covers annexations within the past year, addition of new roads, changed road centerlines and corrections to the Census data. This is for Johnson County and all of the cities as well.
- Created several maps in support of Conservation based grants.
- Produced an online web map displaying 2020 Census data for Auditor's Office.
- Created a web mapping application for Social Services to determine if an individual qualifies for certain benefits based on the Census Tract of their residence.

Network & PC Support



Network & PC Support

- Deployed new redundant storage for security cameras.
- Supported General Election. Imaged 240 laptops.
- Working on several fiber projects around the county, fiber to Conservation, redundant connection to GLC and moving existing fiber for road work on IWV.
- Added 5 cameras to Jail camera system.
- Upgraded all server hardware and virtual server system software.
- Installed firewalls between buildings to protect our network.
- Deployed additional phone lines available for use and created redundant connections to provider.

Cyber Security

- Hired Cyber Security Analyst
- Setup centralized log monitoring system to report on and track activity of systems.
- Setup weekly scans from Cybersecurity & Infrastructure Security Agency (CISA) to check for external vulnerabilities.
- Performed remote penetration testing of our network and have scheduled this October an on site security assessment to meet Elections security rules.
- Implemented new Malicious Domain Blocking and Reporting. This will further help us prevent bad clicks from infecting our network.
- Monitoring and investigating throughout the day the security alerts from various sources such as Graylog, FireEye Network Monitoring, Albert, and the MS-ISAC or OCIO Security Operations Centers.

Programming

- Assisted Attorney with Prolaw contacts cleanup, on-going.
- Worked with SEATS to find a solution to replace current fleet system.
- Working on upgrading Innoprise to City Suite. Vendor started their part of the process to upgrade but did not complete the upgrade in time to meet Auditor time constraints so this is pushed out till March 2022.
- Worked with Secondary Roads and deployed Centralized Cash Receipts for SR use, including the acceptance of credit card payments.
- Working on moving many databases off a SQL server, that is losing maintenance from Microsoft, to a new version.
- Social Services Aging Services and Navigator - working on design requirements to add enhancements to existing General Assistance application and reports to have the ability to “attach” documents to applications/notes.
- Created Retirement Investor’s Club deferred comp query/extract for Auditor/Payroll
- Made necessary changes to County custom applications to support launch of new County website.

Programming

- Working with General Assistance to support changes to their application for COVID/ARPA reporting.
- Worked on correcting the phone billing process to accurately assign long distance charges after 10 digit dialing change.
- Development was started on the base product that various workflows could eventually be built upon, such as Payroll Authorization. Lost personnel so project has stopped.
- Tremendous time and effort was expended in an attempt to implement a Time and Attendance system. Ultimately, a significant deficiency was uncovered and the project was ended.
- Over the last year we lost $\frac{3}{4}$ of our programming staff, all took jobs with another company.
- Working to fill these positions.

Web

New County website deployed.

Board of Supervisors Meetings and Agendas County News **Event Calendar**

Johnson County

I Need To County Groups Department Directory & Resources

Welcome to
Johnson County Iowa

Johnson County, Iowa has a variety of resources available for county residents, from information about upcoming elections to places to report county road issues that need to be fixed. Find the information you're looking for here!

Voter Resources, Elections, Polling Places

Real Estate Property Information, Taxes, and Documents

Interactive County Maps

Bids and Proposals

Jobs and openings

County News

Sep 9, 2021
Third Johnson County American

Sep 8, 2021
Johnson County Teen Community

Sep 3, 2021
Johnson County to celebrate

Web and Phone System

- Deployed new website running on Drupal.
- Trained 10 departments to update their own content on site.
- Many updates to COVID-19 information.
- Added Livable Community site to the new website.
- Brought Diversity site over from the intranet to the external site.
- Significant work towards meeting ADA compliancy.
- Employee PC purchase served 21 people.
- Provide phone programming and hunt groups for 32 phones in the Guide link Center.
- Adjusted phone system to use 10 digit dialing per FCC rule change.

Sustainability in Information Technology

- Replace computer monitors only when they go bad.
- Have a 5 year replacement plan instead of the industry standard 3 year.
- Recycle used equipment when it can't be sold or donated.
- Use energy efficiently, turn off equipment not being used.

Information Technology being Green

- Working with Sustainability coordinator to see if we can do better based on what other industries are doing.
- Purchase energy star compliant equipment.
- Purchase larger port count switches to save on number of units.
- We use virtualization to use less servers that use electricity.
- Create reports to prevent printing.
- We have replaced smaller desk jet printers with networked printers/copiers that are shared and set to duplex printing.



Questions and/or Comments?