

2023
INFORMATION
TECHNOLOGY
MID-YEAR REVIEW

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Information Technology
Department



AGENDA

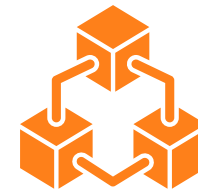
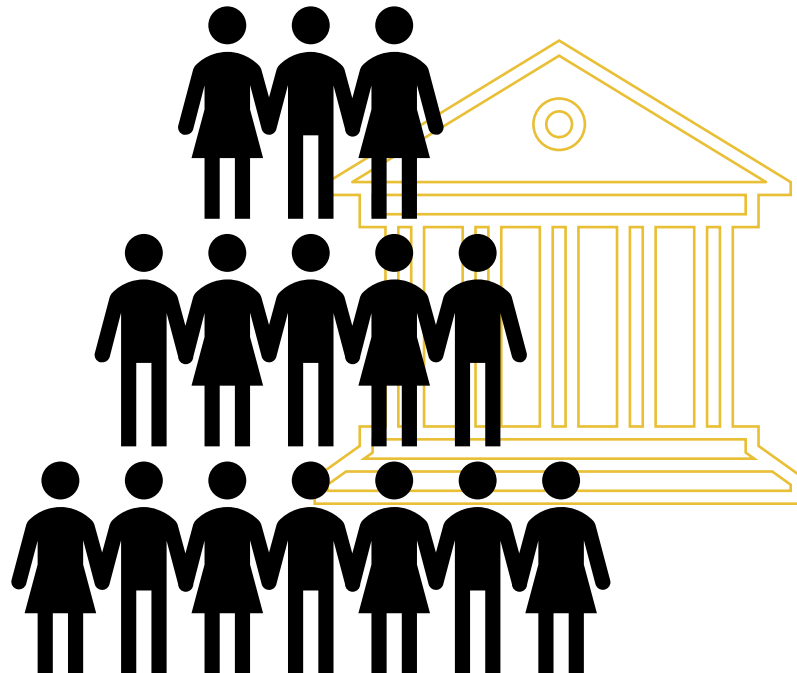
1. Mission, Department Overview
2. JaCo IT Background
3. 2023 Accomplishments to date
 - A. Cyber Security
 - B. Infrastructure
 - C. Enterprise Applications
 - D. Workday status update
4. 2024 Needs

INFORMATION TECHNOLOGY DEPARTMENT

Mission: *to be solvers through innovative solutions, partnering with our customers to achieve success in service to the citizens of Jackson County.*



Infrastructure
Technology backbone



Enterprise Applications
Worker productivity



Cyber Security
Securing public infrastructure and data

BACKGROUND



Challenges

- Previous lack of consistent technology investment
- Previous lack of ongoing maintenance
- Disparate systems
- Paper, paper and more paper
- Numerous internally written databases
- Limited resources





Altoona LightEdge

INFRASTRUCTURE TECHNOLOGY BACKBONE



- I. Managed IT Service
- II. Fully Managed Data Center
- III. Cloud Services
- IV. Infrastructure upgrades
- V. PC Lease Program
- VI. Remote Site Network Connectivity
- VII. Security Badge swipe replacement
- VIII. Parks+Rec Security Camera deployment



Kansas City LightEdge

CYBER SECURITY

SECURING PUBLIC INFRASTRUCTURE AND DATA



SCAM

Internal Monitoring

- I. Security Awareness Training - phishing tests failure rate down from 22.1% to 4.4% between Nov. 2022 and Aug. 2023
- II. Oct. Cybersecurity Awareness Month campaign
- III. Q3 2023, Business Impact Analysis
- IV. Ongoing - remediating found vulnerabilities

Partnerships

- I. Monthly CISA external vulnerability scans and comprehensive penetration test
- II. Annual Security Awareness Proficiency Assessment
- III. Jackson County IT Security partners with MS-ISAC (Multi-State Information Sharing and Analysis Center), CISA, and National Cybersecurity Alliance for tracking zero-day vulnerabilities and security information



MS-ISAC[®]
Multi-State Information
Sharing & Analysis Center[®]



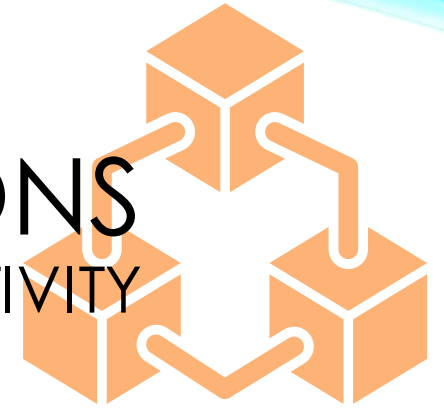
CIS Center for
Internet Security[®]
Creating Confidence in the Connected World.



**NATIONAL
CYBERSECURITY
ALLIANCE**

ENTERPRISE APPLICATIONS

WORKER PRODUCTIVITY

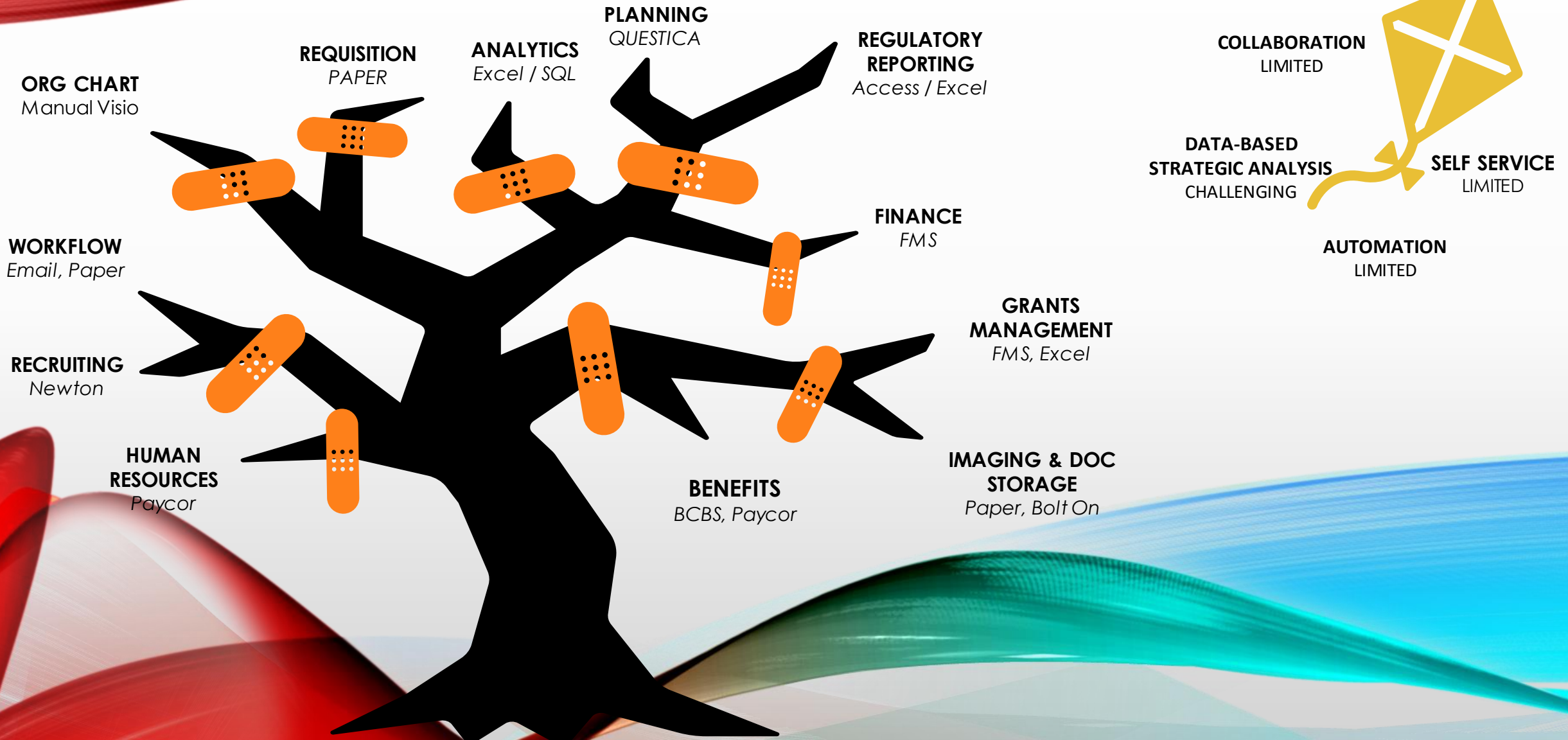


Strategy: Pivot from legacy, custom-built, internal software development to commercial off-the-shelf software and SaaS: to allow for enhanced security, greater flexibility, increased availability, and to leverage industry best practices

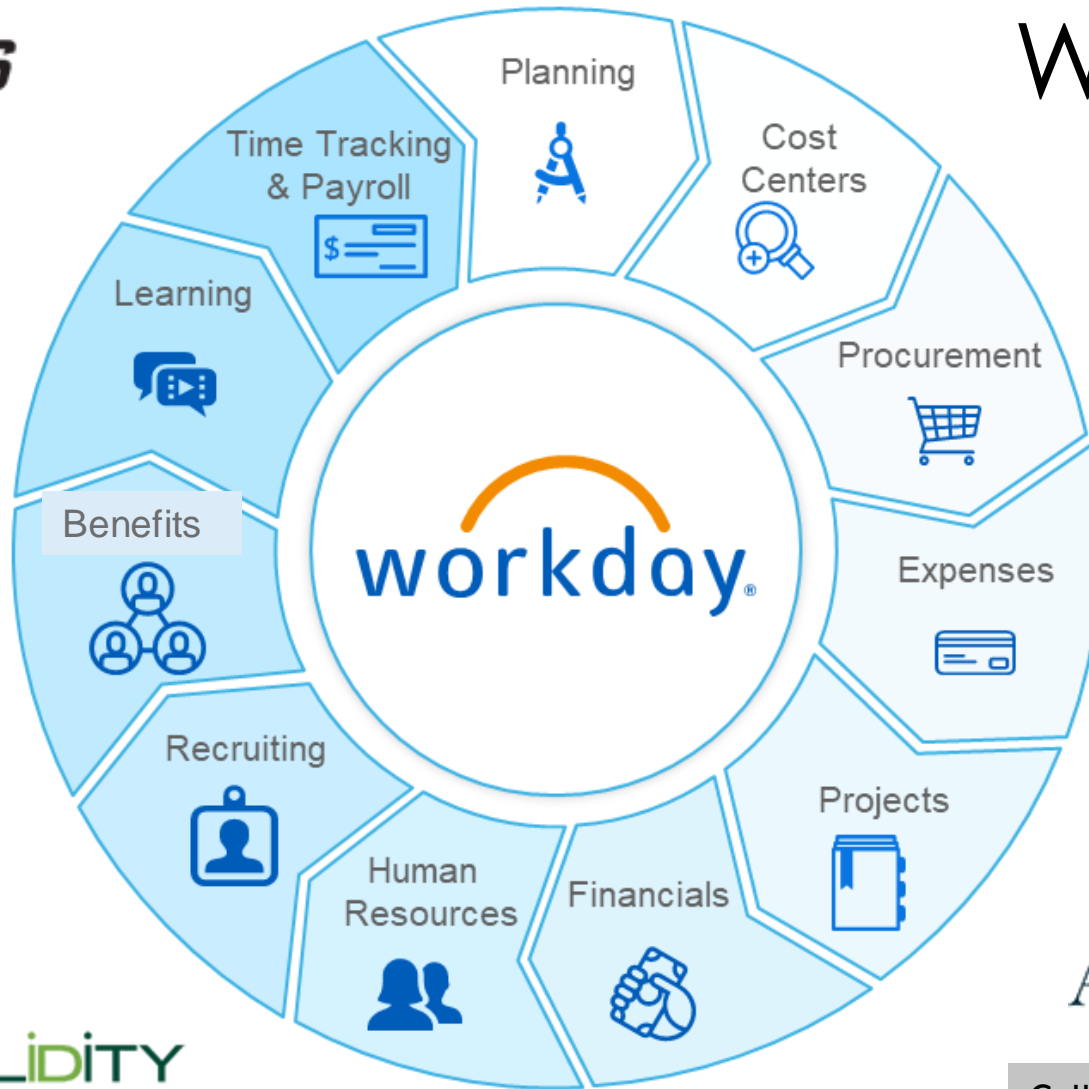


- I. GIS
 - a. Land Records Management
 - b. Parcel Viewer
 - c. ArcGIS Online Services
 - d. Election Management Project
 - e. Health Department Community Health Survey
- II. Jail Management System
 - a. Implementation phase
 - b. Target launch in Q1 2024
- III. Tax Management Software
 - a. Currently in planning phase
 - b. Target go live, Q3 2025
- IV. Workday ERP go live 12/18/23

BEFORE WORKDAY



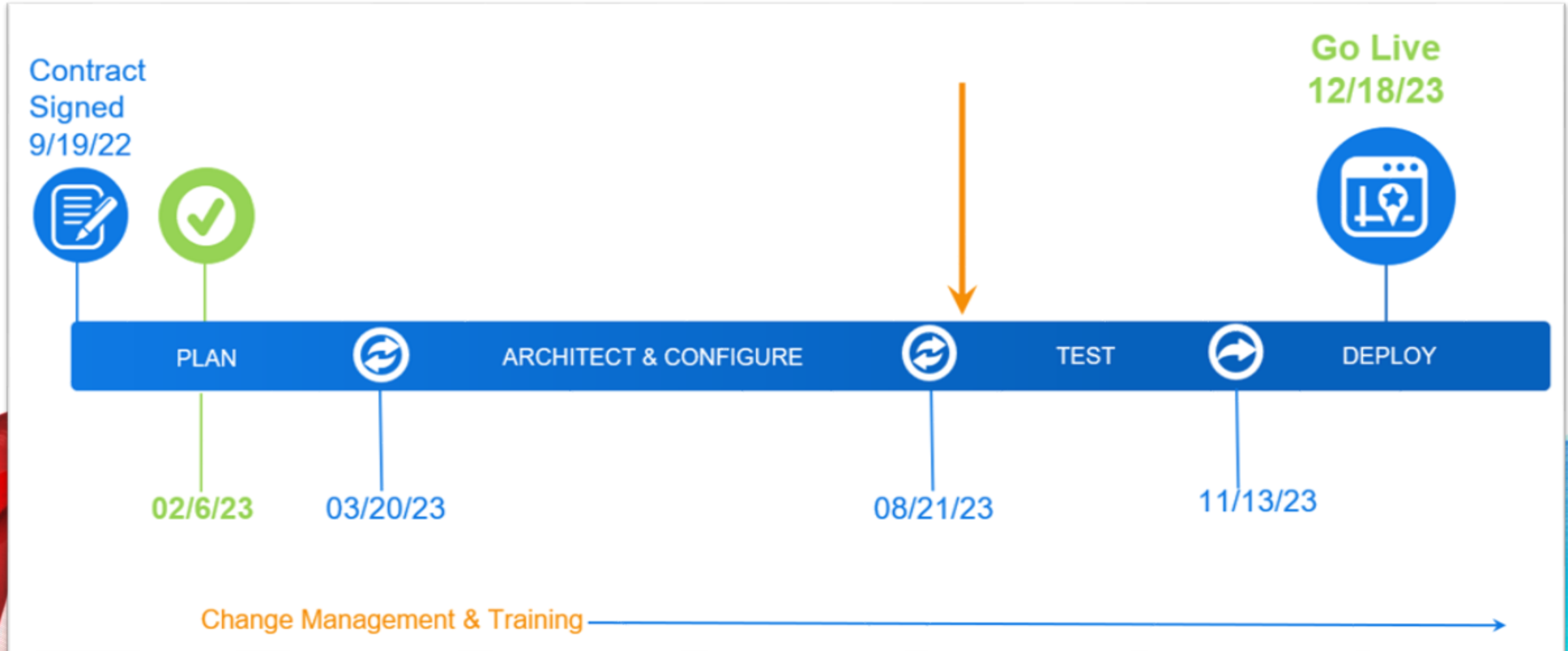
WITH WORKDAY



Collections & Recorder



WORKDAY STATUS





NEEDS FOR 2024

- I. IT specific salary survey
- II. Additional FTEs
- III. Server and Network hardware upgrades
- IV. Continued support in replacing legacy systems
- V. Renew PC Lease program
- VI. Continued support in planning, writing, testing Disaster Recovery and Business Continuity plans
- VII. Implement a *.gov domain* system
- VIII. Workday - Phase X
 - a. WD training
 - b. WD Phase X implementation
 - c. WD Integrations cont.