

# *KENOSHA COUNTY INFORMATION TECHNOLOGY UPDATE*

*Prepared for the Kenosha County Finance Committee, September 13, 2018  
Presented by CIO Martin Lacock and Communications Manager Joe Potente*

# *Agenda*

## 2018 Budget

- Budget Report, as of 8/31/2018
- Capital Project Update
- IT Impact on the Business

## 2019 Budget

- 2019 Objectives
- 2019 Capital Project Preview

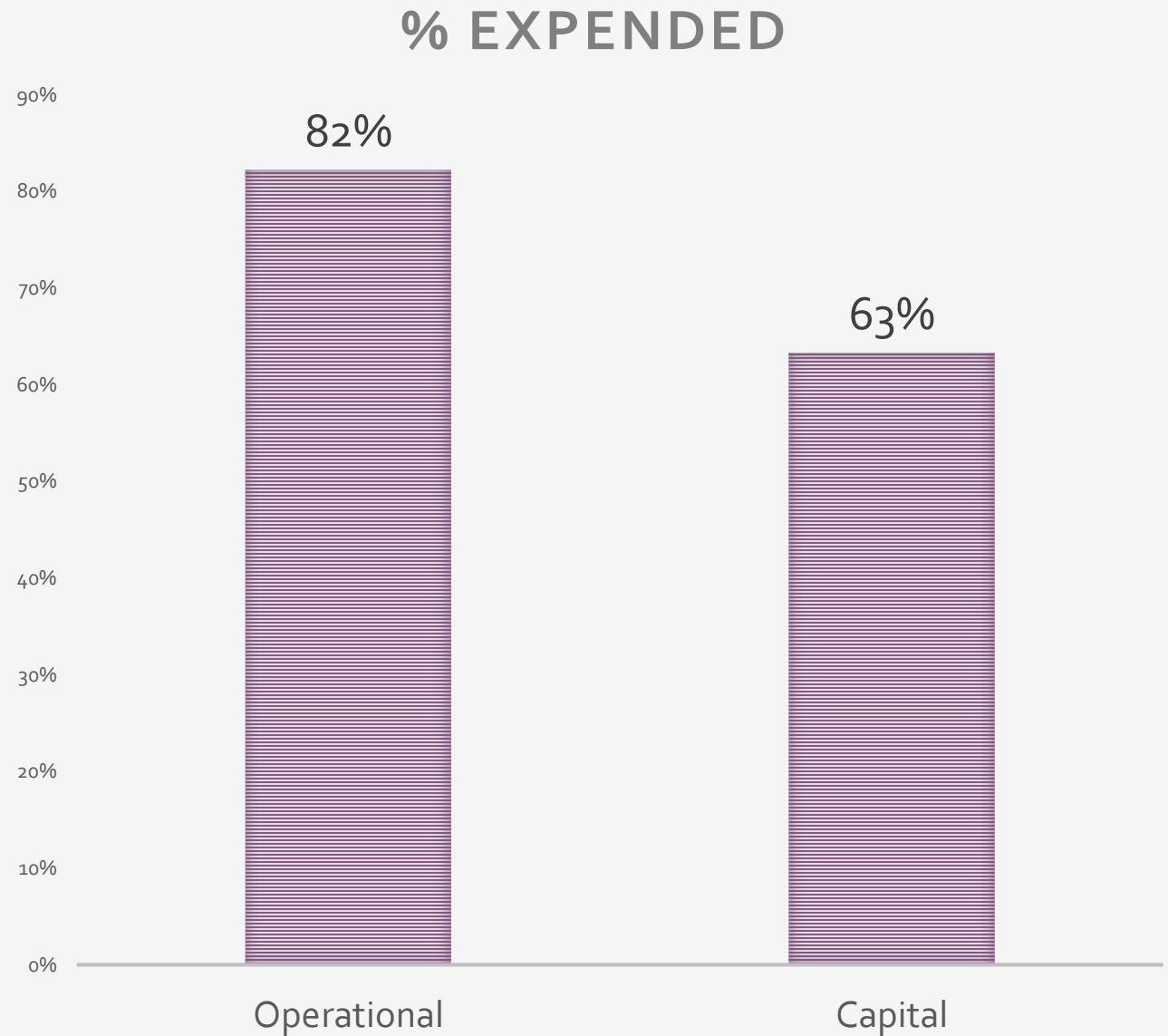
## Cybersecurity

- Current Initiatives
- Upcoming Activity

## Social Media

- Engagement Report
- Where we are

# *2018 Budget Summary*



# *2018 Capital Project Update*

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## Completed

- Enterprise Resource Planning (ERP)
- Brookside, PSB, and FMB Construction
- 4+ Historical Scanning
- Silver Lake Electronic Payments
- Fiber Network Encryption and Update

## In Progress

- Detention Center Security Cameras
- Disaster Recovery Site Setup
- Time & Attendance Upgrade for KSD
- Enterprise Content Management Upgrade (Scanning)
- Annual Technology Refresh (Computers/Printers)

## Carryover to 2019

- P&D Electronic Permit Payments
- Parks / Bike Trail Mobile App
- Tax & Land Info Enhancements
- Electronic Medical Records for Detentions

### Delinquent Tax Management

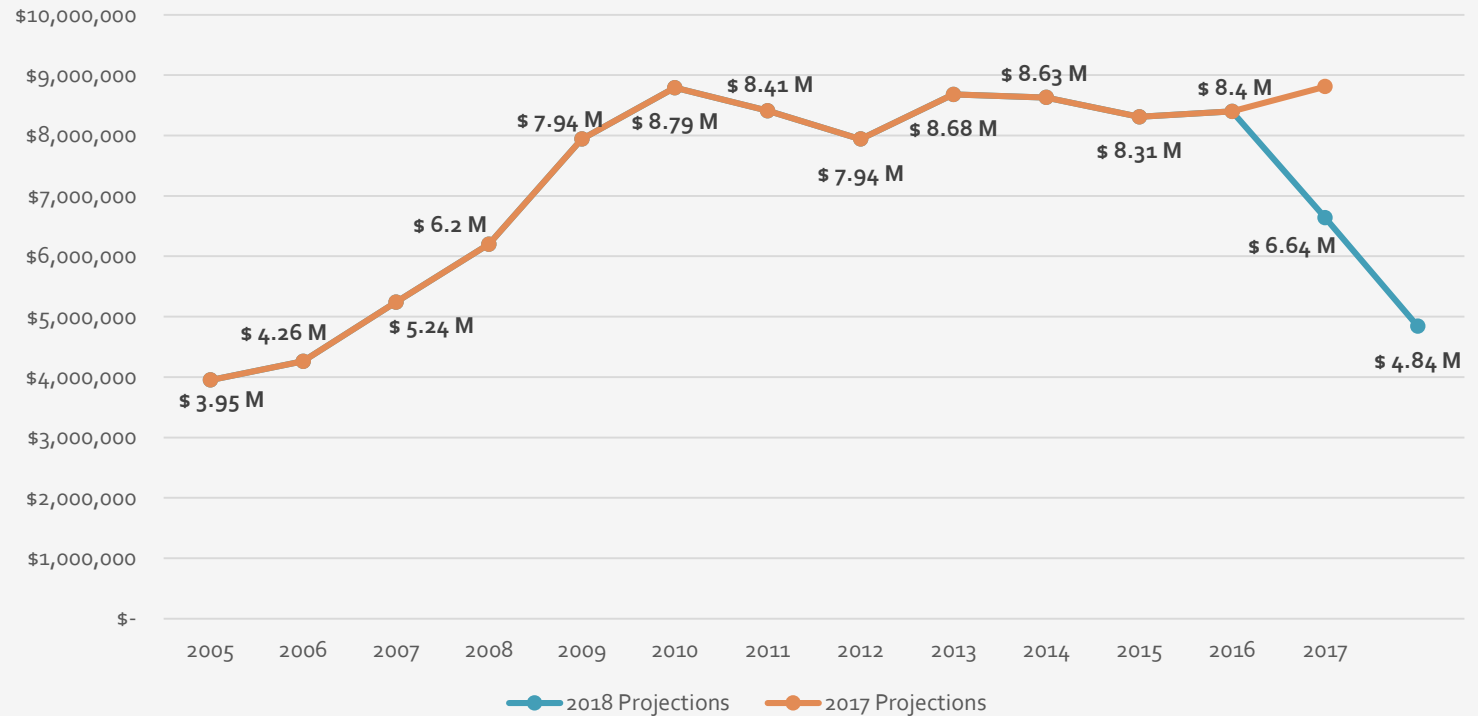
- App major factor in helping reduce delinquent parcels
- IT Staff played an integral role in developing workflow

### DTA enhancements include :

- Parcel Tracking & Stage Management
- Payment Tracking
- Detailed Parcel Data
- Integration between Tax Payment and Property Info. Systems
- Overall time savings

Key IT Staff: Janee Townsend, Jonathan Kressin

Kenosha County Delinquent Taxes with 2017 & 2018 Projections



# *IT Impact on the Business*

# *IT Impact on the Business*

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- Security Camera System
  - IT created a consolidated system; reducing total cost of ownership while improving features and functions
  - More than 600 cameras across County Buildings
  - Target to record a minimum of 131 days
  - Single system replaced 7+ disparate systems
  - High quality digital recordings replaced low-grade analog
- **Key IT Staff: Belinda Lawrence and Craig Bailey**



# *2019 IT Initiatives*

## **Continual Service Improvement**

- Focus existing tech
- Evaluate, improve, review

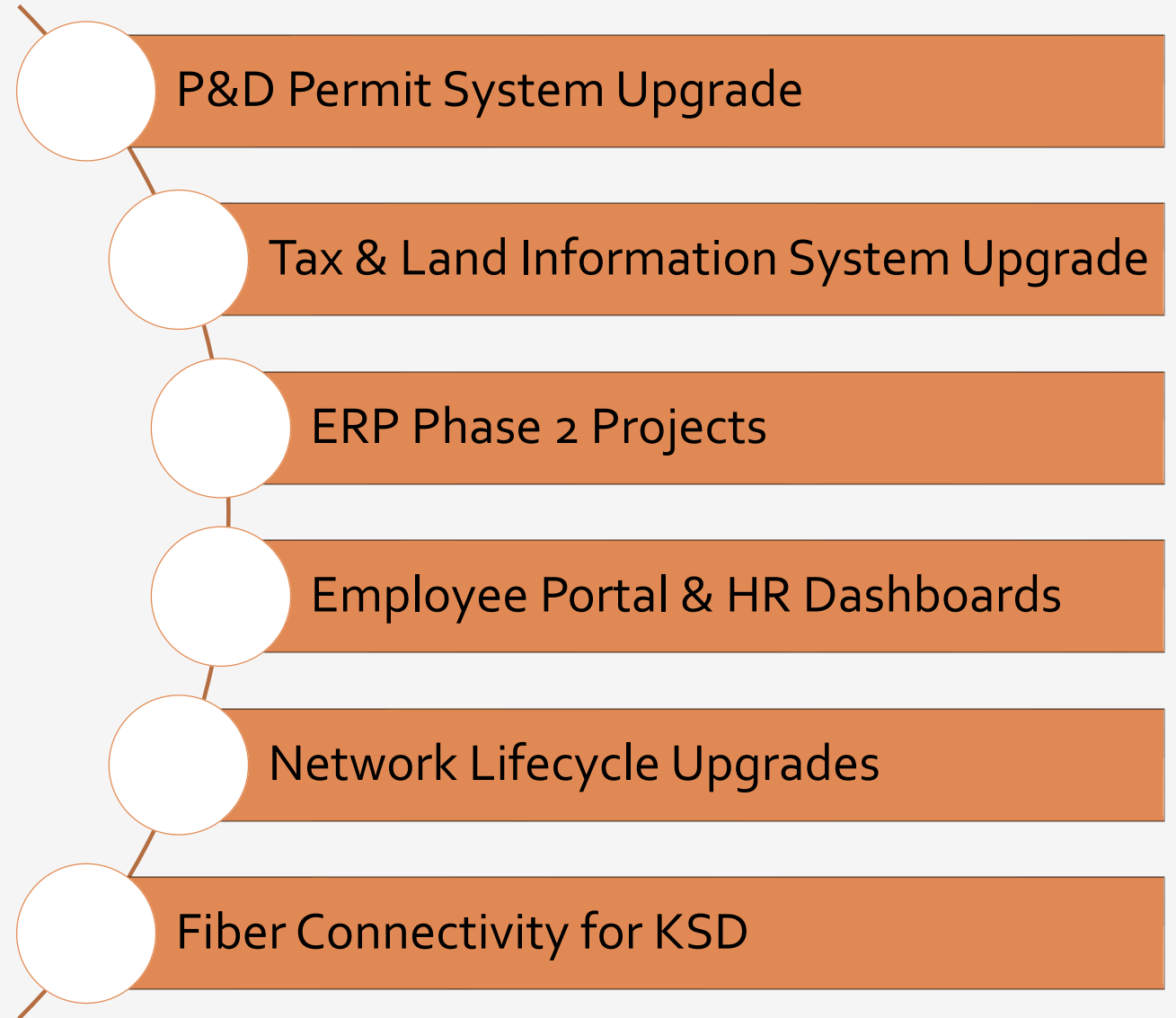
## **2019 Capital Projects**

- 58 Project Requests

## **Security**

- Compliance
- Policy
- Training

# *2019 Capital Project Preview*

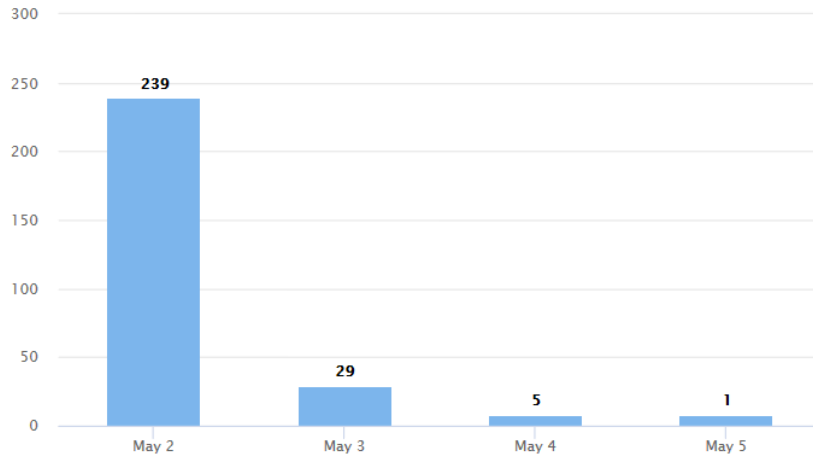




# Security Update

⚙ This Phishing Security Test	
STATUS	Closed
PHISH PRONE	21.5%
RECIPIENTS	1275
FAILURES	274
CAMPAIGN END	05/05/2018 12:00 PM

Failures By Day



## User Awareness and Training Campaign

- Initiated the program using a "Phishing" test designed to measure overall awareness of threats
- Implemented a mandatory Security Training session

## Next Steps

- New account management
- Additional phishing testing
- Quarterly end-user training (typically 5-15 minutes)
- Advanced security awareness training for IT Staff
- Policies

# *Social Media*

- County Facebook posts reached a total of 82,000 people in July.
- We now maintain 14 Facebook pages, with a total of 7,131 page likes and 7,353 followers.
- County Board videos now migrated to YouTube
- County announcements posted regularly to Twitter
- Instagram feed launched for Parks
- Success stories
  - Picnic in the Park
  - Movie Night events
  - Hitching a ride

