

**CALHOUN COUNTY BOARD OF COUNTY COMMISSIONERS
WORKSHOP MINUTES – TECHNOLOGY UPDATES FOR COUNTY
FEBRUARY 27, 2018**

PRESENT AND ACTING:

**DANNY RAY WISE, CHAIRMAN
GENE BAILEY, VICE-CHAIRMAN
DARRELL MCDOUGALD
DENNIS JONES
JERAL HALL**

**CARLA A. HAND, CLERK OF COURT AND COUNTY COMPTROLLER
SARAH WILLIAMS, CLERK ADMINISTRATIVE ASSISTANT**

The workshop was called to order by Chairman Wise at 5:00 p.m., CT.

Mr. Johnson stated he invited Mr. Zack Dunlap with Inspired Technologies to address the Board about potential solutions for technology updates for the County. Mr. Johnson stated Mr. Dunlap has completed a needs assessment for the County to identify critical areas of need. Mr. Johnson stated some of the highlights of the needs that were found are cyber security, upgrades to infrastructure, and more readily available IT support. Mr. Johnson stated he is personally concerned with the County's lack of cyber security, off-site backup, and the ability to effectively maintain continuity of operations should the County ever have to operate from an alternate facility.

Mr. Dunlap provided the Board with a handout that contains information about Inspired Technologies. Mr. Dunlap stated Inspired Technologies is a managed IT services company based out of Tallahassee. Mr. Dunlap stated they provide IT support from small municipalities to large enterprise level companies. Mr. Dunlap stated they were just endorsed by the Florida Sheriff's Association to provide IT service statewide for law enforcement agencies. Mr. Dunlap stated what they have done for counties is provide a fixed rate budget IT solution that is tailored to the county's needs. Mr. Dunlap stated there is a need for a disaster recovery plan and data back up in Calhoun County, and putting the County on a single email so records are readily available to reproduce at anyone's request per the Florida Sunshine Law. Mr. Dunlap stated through working with the Property Appraiser's office on a project, they noticed the County is lacking in IT support. Mr. Dunlap stated Inspired Technologies could streamline a cyber-security plan for the County, provide IT support as needed, be a consultant for the County, and provide vendor management services. Mr. Dunlap stated Inspired Technologies could be a trusted resource for the County. Mr. Dunlap stated they support the Supervisor of Elections Office and the Property Appraisers Office in Liberty County, and support on an as needed basis the Property Appraiser's Office in Calhoun County. Mr. Dunlap stated he has spoken with the different Constitutional Officers, has talked with Mr. Johnson, and would like to draft a plan for the County if feasible. Mr. Dunlap stated Inspired Technologies could be engaged on State Contract, through bids, or on an ongoing as needed basis.

Commissioner McDougald asked what solutions are needed for the County. Mr. Dunlap stated the County needs a resource to call for IT questions, and having someone continually monitoring the network and ensuring the computers have proper updates and security. Mr. Dunlap stated they want to ensure the county has a good anti-virus solution, a secure email platform, and a good disaster recovery plan in place. Commissioner McDougald asked how much money these services would cost the County.

Mr. Dunlap stated cost depends on the size of the entity, and is based either on an hourly schedule or a per device schedule. Mr. Dunlap stated generally the per device rate is \$70 per computer per month, which provides all-inclusive support. Commissioner McDougald asked how the County has been getting IT support. Mr. Dunlap stated IT support has been on an as needed basis, and all offices have been getting their own IT support when needed. Mr. Dunlap stated there has been no streamlined support or single source of contact.

Clerk Hand asked about the State Contract terms. Mr. Dunlap stated they provide support for about \$60 per hour, but would need to check the terms because they have just been updated. Mr. Dunlap stated he could forward the information to Clerk Hand.

Chairman Wise inquired again about the rates for services for clarification. Mr. Dunlap stated the company caters to each County and their purchasing guidelines. Mr. Dunlap explained the different rate options. Mr. Dunlap stated they did a count of the computers in the Courthouse, including the different Constitutional offices, and counted about forty (40) computers total. Mr. Dunlap stated this was a rough count, so they would like to be able to conduct a detailed assessment of each office to provide a more accurate quote. There was further discussion about County computers.

Commissioner Bailey asked what he would be told if he called Wakulla County and asked about the services provided by Inspired Technologies. Mr. Dunlap stated he would be told they could not do their jobs without the help of Inspired Technologies. There was further discussion about IT services provided by Inspired Technologies.

Chairman Wise asked Clerk Hand about the IT services used in the Clerk's Office. Clerk Hand stated her office's IT services are provided through the Clerk's Association. Clerk Hand stated her office could not operate without IT services. There was further discussion about IT services.

Clerk Hand stated the County does not have servers for backing up information or capturing emails for public records requests. Mr. Dunlap stated if one workstation goes down all information would be lost on that computer, whereas if the computer were being backed up on a server the information would be available. Commissioner Bailey asked what they County would have to do to have a domain email. Mr. Dunlap stated the County has a website currently being hosted, so a domain is owned with that website. Mr. Dunlap stated the County could purchase licenses with Office 365 or a similar company for about \$5 per month per email. Mr. Dunlap stated emails would be stored forever using an email system such as Office 365. Commissioner Bailey asked how each computer could be backed up since the County is not on a server system. Mr. Dunlap stated there are different options for computers not on a server system. Mr. Dunlap stated there is a company that has a program called CrashPlan that is \$10 per month per computer and backs up everything on a daily basis. Mr. Dunlap stated the County is actually at somewhat of an advantage not being on a server system because information storage is moving toward Cloud based storage. Commissioner Bailey asked about training. Mr. Dunlap stated they offer unlimited training on email systems and more. Commissioner Bailey asked if this training is free or fee based. Mr. Dunlap stated the training is free; the training is included in their services cost. Commissioner Bailey inquired if Inspired Technologies provides GIS mapping services. Mr. Dunlap stated they provide technical assistance and consulting when needed for GIS, but they do not provide any GIS positions.

Chairman Wise asked Clerk Hand, as a Constitutional Officer, how critical it is for the County to have IT services. Clerk Hand stated she believes there is a great need for a back-up system for the County computers. Clerk Hand stated Mr. Jace Ford was very concerned with information loss when he began

working for the County, and has begun backing up his information to the Cloud. Clerk Hand stated the Clerk's Office uses their IT support often, and have software that is continually updated by the IT support company. Clerk Hand stated the Clerk's Office uses a data vault system to back up all their information. Chairman Wise asked how IT support for the County would be funded. Clerk Hand stated she is not sure if the different departments already have funding set aside for IT services, since occasionally someone has to be called to handle an issue, so for the rest of this year the different departments could possibly put their funds together to cover IT services. Clerk Hand stated in the next budget cycle IT services could be budgeted. There was further discussion about funding.

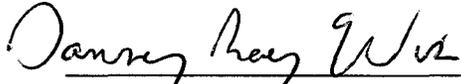
Commissioner Bailey asked if IT services could be paid out of the Emergency Management grant. Mr. Johnson stated funding only related to Emergency Management could be funded by the grant. There was further discussion about the Emergency Management grant.

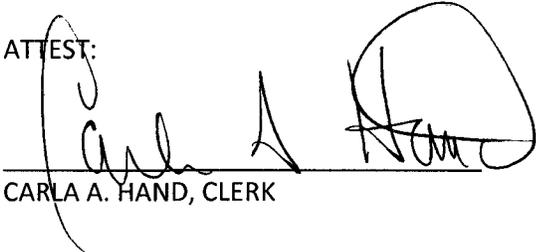
Mr. Johnson stated this workshop was to generate discussion about technology vulnerabilities in the County. Mr. Johnson asked the Board to think about possible solutions for technology upgrades and how the County would possibly like to proceed. Mr. Johnson stated he saw a need, especially with emails and back-up systems, and wanted the Board to be aware of these needs.

Commissioner Jones asked what it would cost for a detailed assessment of the County's needs. Mr. Dunlap stated they would provide a detailed assessment as a courtesy to the County. There was a consensus from the Board for a detailed assessment to be conducted. Mr. Dunlap stated they would do a detailed assessment by every department and report back to the Board. Clerk Hand asked the Board if they would like the library to be included in this assessment. Commissioner Bailey stated he would like Ms. Rita Maupin to decide whether she would like the libraries included.

Clerk Hand asked if Inspired Technologies does any website development. Mr. Dunlap stated they do some website development, but generally assist Counties in procuring those services from a website development company. There was further discussion about website development.

There being no further business, the workshop adjourned at 5:45 p.m., CT.


DANNY RAY WISE, CHAIRMAN

ATTEST:

CARLA A. HAND, CLERK