



# SHEBOYGAN COUNTY

**Christopher S. Lewinski**  
*Information Technology*

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February 1, 2019

Honorable Members of the Sheboygan County Board and County Administrator Adam Payne,

I am pleased to submit the 2018 Annual Report for the Sheboygan County Information Technology (IT) Department.

In 2018, the IT Department completed a number of projects and initiatives that enhance information security and improve communication and collaboration within the organization. At the same time, Sheboygan County IT supported nearly all County departments by providing technical expertise and project management oversight for dozens of system upgrades and implementations. Lastly, and perhaps most importantly, Information Technology continued to provide a 24-by-7 Service Desk, ensuring that critical County operations and systems continue to function around the clock.

Noteworthy projects in 2018 included the ongoing replacement of the County's phone system (including Rocky Knoll's phones), implementation of the County Board chambers voting system, and technology deployments supporting the Courthouse secured entrance project. 2019 will be a similarly busy year with the redesign of the County's website, a Microsoft Office upgrade, and the expansion of the Ring of Fiber to connect the County's facilities in the western reaches of the County.

I am very proud of the services the Information Technology team has delivered in the last year, good work that could not be done without the continued guidance and support of the County Administrator, Finance Committee and County Board.

Respectfully Submitted,

Christopher S. Lewinski  
Information Technology Director

## Mission Statement and Summary of Responsibilities

The mission of the Information Technology Department is to effectively and efficiently safeguard and account for the County's technological resources and to provide information technology service in support of all County departments.

The Information Technology (IT) Department provides assistance to County departments with a 24-hour help desk, and provides planning, management, and implementation services for the County's IT projects, systems, networks, and devices.

## Goals and Objectives Achieved in 2018

- Implemented the Voice Over Internet Protocol (VoIP) phone system at the Adult Detention Center, ADRC, Airport, Transportation Complex, Rocky Knoll, Health & Human Services, Sheboygan Job Center, and the Administration Building.
- Deployed Gmail to Rocky Knoll and Building Services, to include employees who have previously not had email accounts.
- Implemented new voting and audio control systems in the County Board chambers.
- Began website redesign/reorganization project and finalized design template for new site.
- Provided technical oversight for the Courthouse secured entrance project (PC's, monitors, digital signage, and video surveillance camera system).
- Maintained an annual network uptime of 99.9%
- Upgraded the Register of Deed's Fidlar system software.
- Upgraded the wireless network in County Courthouse.
- Upgraded the County's Geographic Information System (GIS) server.

## Budget

	<b>2018 Budget</b>	<b>2018 Results</b>	<b>Variance</b>
<b>Revenues</b>	\$2,136,522	\$2,114,818	-\$21,704
<b>Expenses</b>	\$2,190,335	\$2,100,478	\$89,857

Overall, the IT Department had a positive variance of \$68,153 for 2018, not including depreciation that is not budgeted.

\$46,057 of Information Technology retained earnings was used for the purchase of the Rocky Knoll backup system (\$6,901), County Board iPad replacements (\$8,446), and the County Board voting system (\$30,710).

The IT Department was successful in achieving the 2019 budget target. Overall, the department had a 3.5% increase in budgeted expenditures from 2018 to 2019, primarily due to the addition of two new systems and rising support contract costs.

## Issues and Challenges Ahead

A number of challenging issues face the County's Information Technology Department for the foreseeable future.

- **Security of the County's data and network assets.** Cyber threats become more numerous and sophisticated each day, and Sheboygan County is not invulnerable to these threats. While educating end users on threat detection and avoidance is the single most effective cyber security strategy, it is also the most difficult to achieve with nearly 800 employees of varying levels of computer proficiency. At the same time, IT often must balance strong security practices and policies with end user experience and convenience, as the two (security and convenience) are typically inversely related to each other.
- **Need for massive data storage.** Sheboygan County's data is growing in size almost exponentially, mostly due to the proliferation of video originating from law enforcement operations (dash cams, interview rooms, etc.) and building security (i.e. video surveillance). While data compression technology continues to improve, it does not keep pace with increases in video resolution, nor does it offset records retention laws which govern all County-generated videos. Accordingly, an increasingly larger percentage of the County's overall IT budget will be spent on storage, be that on premise and/or in the Cloud.
- **Rising costs of maintenance and support contracts.** Like healthcare premiums, the costs of maintenance and support contracts for the County's hardware and software systems increase annually, sometimes with double-digit upticks. The 2-3% increase the County has been adding to the annual IT budget is no longer keeping pace with the cost of these contracts, which comprise nearly 50% of the overall IT budget.
- **IT talent shortage.** Sheboygan County has a very strong and dedicated IT team, with many employees having 15 or more years' experience. However, as those seasoned professionals retire or move on to more senior level positions elsewhere, finding qualified workers in an extremely in-demand field will be increasingly difficult or impossible without ongoing efforts and innovative practices to recruit, reward and retain talented professionals.

### Goals and Objectives for 2019

- Replace the legacy phones remaining in the Courthouse and Law Enforcement Center, thus completing the County's Voice over Internet Protocol (VoIP) phone conversion.
- Complete County website redesign project and launch the new site.
- Leverage dark fiber capacity on the Ring of Fiber to expand network connectivity to County facilities west of I-43.
- Implement security software to improve monitoring and notifications of network security incidents.
- Implement software to ease administration and improve security of the County's mobile devices and smartphones.
- Upgrade all County computers to Microsoft Office 2016.