

## Technology Committee Minutes

March 16, 2011 – 4:00 p.m.

Present: Chairman Veitch; Supervisors Raymond, Daly, Southworth and Lawler; Spencer Hellwig, Administrator; Jason Kemper, Planning; Bob Kingsbury, Data Processing.

Chairman Veitch called the meeting to order and welcomed all in attendance.

**On a motion made by Mr. Lawler, seconded by Mrs. Southworth the minutes of the February 16, 2011 meeting were approved unanimously.**

Mrs. Raymond said last month she requested that the committee receive information in advance of the meeting, and she thanked Mr. Veitch for getting things to her in advance giving her the opportunity to review the material.

Mr. Veitch gave a brief overview from the NaCo Technology summit that he attended on March 5<sup>th</sup> as follows: Several components were heard from County Government, Administrators, Chief Information Officers, GIS Coordinators, State Association of Counties, and County Clerks. Mr. Veitch said there were two things that he took away from the summit; one, is everything that Government should do with technology should be to serve the public better, and don't do technology for technology sake. There are two parts to that, one, to make county employees more efficient, i.e., a consolidation of various IP systems, upgrade outdated modes of communication and do business differently. The second part is making county government more accessible to the public, i.e., self-service documents, better access to agendas, minutes and meetings.

Mr. Veitch said any government can go as far as it wants with technology as long as it can justify the two main reasons. The other part is that technology can be used with all aspects of county government. It must be centralized with a buy in and acceptance from Department Heads, Supervisors and the County administrator. One way to look at this is as a strategic investment for the county, which is designed to save money, possibly through VPN's cloud computing, working from home, outsourcing IT completely, GIS coordination with other counties and using social media.

Mr. Veitch said he would send the computer link to all committee members with regard to a self-serve kiosk that was setup in a County Clerk's office in Arizona.

Mr. Veitch said at the last two meetings the committee discussed setting up a Computer Use Policy and Internet Technology Use Policy. Currently, the county has no formal policy for computer, IT, email, or cell phones. Mr. Veitch said he has reviewed all the information that was submitted to him from committee members, Data Processing and other counties and developed a draft policy. He said that he has received information from the County Attorney with reference to failure to follow the policy and the

disciplinary action. He said that anywhere in the policy where it talks about discipline, the language should read, “in accordance with the applicable collective bargaining agreement”.

Mr. Veitch said an interesting point that was brought up by Mr. Kingsbury was whether or not there needs to be a section on Mobile Devices and whether it should be incorporated into the computer section of the policy. As we move forward cell phones, smart phones, IPAD, IPODS are all becoming the same thing. A laptop and an IPAD can do the same thing, so do we want to distinguish the difference between a mobile device versus a computer, he asked.

Mrs. Southworth said at the Association of Towns, they recommended that you distinguish the difference, and that mobile devices have a special section.

Ms. Raymond suggested that it be left differentiated and as time goes by they might be brought together.

Mr. Veitch said the only reason he would keep it separate at this point is because a mobile device can still be connected to a computer.

Ms. Raymond said there was some discussion at the first meeting about linking up mobile devices with the calendars and the computer, and this policy says you can't do that.

Mr. Veitch said there are a couple of things in the policy that are major changes from what is currently done in the county. The first being mobile devices where there is a separate section talking about county cell phones versus personal cell phones. There are not that many county issued cell phones in circulation right now, but we have a problem because we don't want to compromise any security with our county owned assets, but at the same time we have people who don't have county issued cell phones. If we accept the policy then we are saying, we need to issue cell phones to more people.

Ms. Raymond suggested a special permit could be issued on a case by case basis to a county employee.

Mr. Lawler asked who is going to enforce the exception policy that is created.

Mr. Veitch read the following from the draft policy with regard to Mobile Devices: Saratoga County allows employees to have county issued mobile devices. Mobile devices are to be provided to employees based on demonstrated need and job function, as approved by the Board of Supervisors, County Administrator or Department Head.

Ms. Raymond said the Department Head should be able to recommend to the County Administrator or Board of Supervisors. She recommended changing the language to read: With approval from the Board of Supervisors and County Administrator with a recommendation from a Department Head.

Mobile devices are to be used to support County business and they can communicate for limited personal use with express approval from the Department Head or County Administrator. No prohibited use can take place at any time. Employees who exceed the monthly allotment of minutes are responsible for the excess charges unless proof is presented that overages are a result of legitimate business. The following are not covered by the county: Text Msg, Media Msg, Directory Assistance, Overseas calling, and usage over the allotted 400 monthly minutes. The following are prohibited at all times: Downloading applications to a mobile device, excessive data usage.

Mobile devices with data access are subject to all County policies and procedures. Only mobile devices issued by Saratoga County are allowed to be connected to county computers and IT resources. Synchronization to employees' personal mobile device is strictly prohibited. Exception of this policy will be made for the District Attorney, Probation and Sheriff offices because as part of their duties they may need to do those kinds of things in the course of an investigation.

Ms. Daly asked if calendars could be sent to someone's blackberry? Mr. Veitch said, at this point, no.

Mr. Lawler said if a department head has business that requires they have a county cell phone, then they should be given a county cell phone. If we have a person that in the performance of their duties they make enough phone calls on behalf of the county to justify having a cell phone they should have a county phone and the blackberry should be setup by the IT department with the appropriate filters.

Mr. Lawler said he trusts the administration to know who needs a cell phone, and he trusts Data Processing to setup the technology that would prohibit someone from doing something that would impact the main frame or email system.

Mr. Lawler said that the policy has to have a place where people have to sign. Mr. Veitch said he would draft a cover page, which will have a place for signature.

Mrs. Southworth said with anyone using flash drives and similar devices, they need to get them from a department head and be password protected.

Ms. Raymond said, once this committee is done reviewing the policy she would like to see a wider distribution for more feedback.

Mr. Veitch said there would be a user ID system used to lock computers. Mrs. Southworth said if the password is shared with Data Processing to gain access, the policy should state that the individual will be required to change their password. Mr. Kingsbury said that 99% of the computers are setup with an administrative password and user password, so when data processing needs to go on they go on as the administrator and rarely as the person.

Mr. Veitch said all employees would be receiving an ID card with an ID number associated with it. He suggested that those numbers be used as the employee's user ID for their computer as well.

Mr. Veitch said the draft policy as written stated that all employees of Saratoga County would be provided with an email account. Mr. Kingsbury replied to that by stating that some employees do not have email accounts and other department heads do not allow internet access for some employees at Saratoga County. Mr. Veitch said part of this is changing the way we do business in the county.

Ms. Raymond said she isn't opposed to the idea of having email for every county employee, but there will need to be a training component included.

Mr. Lawler said the process might not be right for every department, but the decision as to whether it is right for a department is a management decision. Ms. Raymond suggested that the policy say, every employee of Saratoga County will be eligible to be provided with an email. Mr. Lawler said you have to give the administration the opportunity to work with the department heads.

Mr. Veitch said everyone should have an email account and it should all be billed at one time. How that is used is up to the department head and the employee of record to decide how they want to use their email account.

Mr. Lawler said he agreed because where that really gets efficient is when you are trying to manage benefits, where people can enroll on line.

Ms. Raymond said if it makes people more efficient she would approve, but if people start generating things that they were not generating before to look like they are more efficient, it would be counterproductive.

Mr. Lawler asked when the last time was that the software was updated for the county financial package? Mr. Kingsbury said it gets updated at least once a year.

Mrs. Southworth said it was her understanding that there should be a security breach notification policy. Mr. Veitch said he would do that as a separate policy.

Mr. Veitch said he would like to do the PC Inventory audit again with help from various departments.

Mr. Kingsbury said the Web Filtering Application has been hooked up in the Services Building. Mr. Lawler asked what it would do? Mr. Kingsbury said it would track the web pages of where people are going. When the report is final Mr. Lawler requested that it be emailed to the committee members. Mr. Kingsbury said it would be only for the services building.

Mr. Veitch said the personnel department is asking the committee to begin working on a time card system because the ID's will be coming out and the magnetic strips on the back are programmable to be used as a time card. He said he has talked to Mr. Kalinkewicz about speaking to potential vendors to work on a system.

Mrs. Southworth said, we should be cognizant of the fact that there are a couple of departments that do 24-hour scheduling, and we should try to find a program that would allow them to do their scheduling as easy as possible.

Mr. Lawler said with all of these you set the security and not only are they accessible when people are clocked in and out, but also one of the features is that you can limit access to certain areas. Not only is this an attendance report, but also a security system.

Mr. Lawler asked if all cards work with all vendors? Does the issue of the specific card at this time limit the choice of a vendor? Mr. Veitch said he didn't think so. The issue is that the card needs specific programming in order to work with the system. The magnetic strip has to be setup a certain way so that the reader can read it and the data on the card communicates with the time card system.

Mr. Veitch said he would make the corrections and changes to the draft policy.

Ms. Raymond said she would like to have information by the next Technology meeting as to what it would cost to change to an electronic system and whether that is something that would be possible to do this year or in a budget for next year. If you were to go with an electronic system you might want to do it, if possible technology wise, and transition over a period of months department by department or building by building.

Mr. Veitch said the committee would need to make a decision as to whether they want to have an Intranet in the county or continue to use the Internet or both.

Mr. Lawler said he is extremely concerned about the lack of firewall protection. We maintain warehouses of personal data for ten of thousands of people, not to mention the financial exposure, so if we don't have a security policy on how to protect non-public data, we should.

Mr. Kingsbury said on May 18<sup>th</sup>, 19<sup>th</sup>, and 20<sup>th</sup> the Directors Association is going to have their conference at the City Center in Saratoga Springs, where approximately 120 vendors will be in attendance. The committee asked Mr. Kingsbury to verify the conference dates and email the information about the conference to each of them.

Mr. Lawler asked how many county laptops are there that people take home? Mr. Kingsbury said there are approximately 100 county laptops. Of those he didn't know how many are taken home. Mr. Lawler asked how they were setup from a security prospective? Mr. Kingsbury said the ones that are in a car, just work in the car. The Sheriff's laptops log directly into the Sheriff's server. Mr. Lawler asked if there were any county employees that take their computers home? Mr. Kingsbury said possibly

nurses. Mr. Lawler asked if those computers were limited in terms of the firewall. If not, that is a serious problem because when the computers come back and access the county operating system they are infecting that system.

Mr. Lawler said if we use computers in our work we need to protect ourselves from the people who are out there that take advantage of it. Technology for the sake of technology is not a good idea, technology that generates a return on the investment is a good idea. If we spend money in the Technology department, there should be a corresponding analysis that says, here is what you are getting for the money.

Mr. Lawler said at the next Technology Committee meeting he would like the committee to tour the county's Data Processing Department.

Discussion took place with regard to the staffing in the Data Processing Department. Mr. Veitch said he would be contacting the Chairman to discuss the process of looking into hiring an additional person for that department.

**On a motion made by Mr. Lawler, seconded by Mrs. Southworth the meeting was adjourned.**

Respectfully submitted,  
Chris Sansom

