

IT Committee Meeting Minutes – 11/18/2024

Present: Larry Youngs (Board Chair), Roy Haeger (Committee Chair), Jamey Francis (Vice-Chair), Roxanne Lutgen, Joe Miller, Danny Gardner.

Absent: Mario Loreti

1. Meeting called to order at 5:35 PM on November 18, 2024 in the County Board Room of the Iron County Courthouse at 300 Taconite St, Hurley, WI 54534 by Roy Haeger.
2. Approval of Minutes: Approved May, July, September, October minutes. Roy requested shared folder for IT Committee for minutes and agendas.
3. Request for Public Comment: None.
4. Director's Report - Gardner Reports:
 - a. Gardner reports \$276,000 spent of \$309,000 budget. Expects to meet or be below projected budget.
 - b. Highway project cameras are nearly complete. Recommended county invest in scissor lift as he has been using an extra tall extension ladder for security buildout. Discussed possibility of renting vs purchasing lift.
 - c. Clarified that IT salary benefits have not changed, just itemized differently in the budget report.
 - d. Gardner reports that after research done by him and Miller the county will be moving to Freshdesk for its help desk system needs. New system will allow more robust reporting and will allow end users to check the status of their open tickets. Would prefer that these reports go to IT Committee rather than the general county employees. If the free version of Freshdesk doesn't work out the paid version is only \$15/mo should the county decide to upgrade. Expects to roll out 1st quarter 2025.
 - e. Discussed issues with updating county phone system call trees. IT has resolved these issues and created a documented process for future updates.
 - f. Highway security buildout is in the process. Gardner is concerned about internet speeds at Mercer Highway building effecting remote camera viewing.
 - g. Gardner reports Emergency Management has received a grant to completely replace the county 911 system. IT has been busy assisting in this replacement. Testing of the new system is underway.
 - h. County website refresh: Gardner reports that he could start work on new website next spring. Mario would like to see the county hire outside help to refresh the website. Roxanne is satisfied with the state of the current website. Gardner explained the shortcomings of the current state hosted system. Gardner would also like to see outside help take on the website project if the county can secure funding. Discussed possible options.

- i. Discussed possible digitization of County ordinance book. Danny to investigate pricing. Mario motions. Roy supports. Motion carries.
 - j. Discussed need to update Child Support door security to comply with IRS audit.
- 5. Roxanne reports that IT work will generally not fall within the requirements for competitive bidding for compliance purposes. Gardner discussed upcoming hardware projects that could be bid out.
- 6. Discussed computer in memorial building. Can be recycled. Gardner reports he has completed requested cabling in memorial building.
- 7. Roxanne motioned to go into closed session., Mario 2nd. Jamey made motion to leave closed session, Mario 2nd.
- 8. Committee review IT Director self-appraisal. Suggestions for improvements in project management and deadline management. Recommended monthly meeting director's report and annual state of IT report. Discussed general county environment and morale.
- 9. Next meeting date is set for January 15, 2025 at 5:00 PM.
- 10. Roy Haeger called for the meeting to be adjourned at 6:55 PM.