

# 2025 IT Department Annual Report

The past year was another active one for the Information Technology Department. In addition to our standard annual PC replacement cycle, we continued to provide daily support for county staff through our ticketing system, phone, email, and the frequent "hey, you" requests that come from being visible throughout our buildings. Our focus remained on maintaining stable operations while moving forward with carefully planned improvements to county systems and security.

## Creation of an In-House Community Events Website

A brand-new county-hosted web platform was developed to serve as a centralized hub for community events. This included building an internal web server and designing the site from the ground up. By hosting it internally, the county gains full control over management and updates, ensuring long-term stability and flexibility.

## Return of the County's Main Website to an In-House System

The county's primary website was successfully brought back under local management after being externally hosted. This transition restored full administrative control, improved flexibility over site content, and eliminated recurring hosting fees, producing an estimated annual savings of approximately \$9,000 while improving security and responsiveness.

## Migration of Primary Domain to a .gov Address

The county migrated its primary domain to a .gov address to comply with federal and state election security recommendations. The .gov domain is restricted to verified government entities and provides enhanced security measures including stronger email validation, required multi-factor authentication, and improved protection against phishing and impersonation attempts. This change strengthens public trust and better aligns the county with national security standards.

## Internal Storage System Replacement

The county's main storage infrastructure was replaced with a modern, long-term system designed to meet our needs well into the future. The new solution is expected to remain viable without full replacement, offers room for expansion, includes built-in redundancy beyond our standard backup processes, and is anticipated to reduce ongoing costs by approximately \$10,000 per year.

## Transition of Meeting Videos to a New Platform

The platform used for hosting county meeting recordings was shifted to one that provides improved retention, more reliable playback, and easier public access compared to the previous system used since 2020. This change improves transparency while simplifying long-term management of recordings.

## Security Enhancements for the Dispatch Center and Other Secure Areas

New electronic access controls were installed on multiple doors within the dispatch center as well as other secure county locations. This upgrade enhances security, monitoring capabilities, and controlled access across critical areas.

## Countywide Network Infrastructure Review

Working with an external partner, we conducted a full review of the county's network infrastructure. The results will guide planning, budgeting, and preparation for an anticipated network replacement cycle in 2028.

## AI Technology Review and Policy Development

The department evaluated the practical benefits and risks of AI tools for county operations. Testing was completed on several platforms, and a county AI use policy was drafted and implemented. Only a small, controlled set of AI systems is permitted for use within the county network, ensuring both innovation and security.

## UPS Replacement for Dispatch and Jail

In collaboration with Maintenance, the Sheriff's Office, and outside vendors, we replaced the uninterruptible power system (UPS) that supports Dispatch and Jail. The prior unit had caused an outage in recent years and was beyond its lifecycle. The new system ensures these critical facilities maintain power and operational continuity during outages.

## Call Accounting Software Implementation

We worked with a vendor to implement call accounting capabilities for the county's telephone system. This provides improved insight and reporting on call activity and enhances our ability to manage and support county communication systems.