



AGENDA
GOVERNMENT OPERATIONS COMMITTEE
Thursday, January 13, 2022 at 5:30PM
Live Stream Link - https://youtu.be/rDz_PZfQPjU

CALL TO ORDER: By Hon. Chris Petrus, Chair

MEMBERS: Legislators, Tricia Kerr, Aileen McNabb-Coleman, Heidi Nightengale, Lydia Patti Ruffini, Vice Chair Hans Pecher and Robert Shea

MINUTES TO APPROVE: December 13, 2021

APPOINTMENTS: none

OTHER:

DEPARTMENT UPDATES FOR COMMITTEE:

Cherl Heary and Katie Lacey (Board of Elections) – no updates

Sheila Smith (Clerk of the Legislature) –

Amanda is working in the office, I am still out on sick leave and hope to be back at work in February. When sending correspondence and or department reports, please copy both Amanda and me in.

Christopher Palermo (County Attorney) – No updates

Susan Dwyer (County Clerk) – No updates

**Tom Bunn (Information Technology) –
Staffing Update**

- Entre IT staff member resigned effective 1/7/22
- Transition and exit plan were implemented to maintain IT operations
- Bringing forth a resolution to create and fill this position within the County

IT Help Desk data – December 2021

- 431 new support tickets were created
- 96% support tickets were resolved (414)
- Average resolution time (per ticket) – 2.9 hours

Active Projects

Upgrade Chambers audio/video solution

This project will replace existing audio/video equipment and provide a state-of-the-art video conferencing and presentation solution. Finalized installation meeting was completed on 12/8. We are still missing some key equipment due to supply chain issues. The goal is to start work on this project in early/mid-February.

Will continue to supply communication on the status of this project to ensure a seamless installation.

BOE Cyber Security project

- Continuing process to implement security enhancements to BOE network
- Cyber Security grant has been extended 24 months
 - Provides additional time to appropriately plan and prioritize funding
- Meeting scheduled with BOE in late January to discuss spending plan and NYS remediation plan goals

Online Form/Workflow solution

The following forms have been re-created in Formstack making it easier for users to enter and approve the following requests/workflow processes:

- IT Security Policy Review/Confirmation
- Technology Needs Assessment (New Legislator Onboarding Form)

We will continue to work on additional forms in the coming months.

Multi-Factor Authentication (MFA) solution

- Solution is ready to deploy
- Communication and training will be coming soon

Streamline IT functions and processes

- New IT helpdesk has been setup and is currently in production
 - Improves customer service
 - Streamlines ticket management
 - Provides superior reporting tools
 - Looking to implement this solution to replace existing Facilities request system in SharePoint
- Re-Deploying Papercut print management solution County-wide
 - Allows us to monitor and report on usage
 - Creating new policies and procedures to reduce print waste without impacting operations
 - Deployment is set for early February

911 Computer Aided Dispatch (CAD) upgrades

- Working with Denise Spingler and her team on the upgrade of the Spillman Flex CAD software and hardware
- Will increase system performance, reliability and overall uptime to this mission critical system
- Upgrades planned for January 2022

Kevin Swab (Veterans Director) - No updates

RESOLUTIONS**INFORMATION TECHNOLOGY:**

1-22-GO-1 Authorizing the Chief Information Officer to create and fill a Senior Computer Systems Technician position in the Cayuga County Information Technology Department.

EXECUTIVE SESSION: re: Employment history of a particular person

ADJOURNMENT: Thursday, February 10, 2022 (This Could Change with new Chair)

If you have a disability and need accommodations, please call the Clerk of the Legislature's Office at 253-1308 at least 48 hours before the scheduled meeting to advise what accommodations will be necessary.

RESOLUTION NO. _____ 1/25/22

IT Fill Senior Computer Systems Technician

Authorizing the Chief Information Officer to create and fill a Senior Computer Systems Technician position in the Cayuga County Information Technology Department.

BY: _____, Chair of the Government Operations Committee
_____, Chair of the Ways & Means Committee

WHEREAS, there is a need for a Senior Computer Systems Technician in the Information Technology Department to provide top-tier support for various IT systems and processes; and

WHEREAS, this position is being created to begin the transition away from contracted IT support services and allow the County to retain local IT talent within the department; and

WHEREAS, funds are currently available in the 2022 budget in the Professional Services account A16104 54059 and can be transferred to cover the costs for this position; NOW THEREFORE BE IT

RESOLVED, that the Cayuga County Legislature creates a Senior Computer Systems Technician position (37.5 hrs) (Grade 30 of the CSEA Bargaining Unit) in the Department of Information Technology with the jurisdictional class allocation being Competitive; and be it further

RESOLVED, that the Chief Information Officer be authorized to fill the Senior Computer Systems Technician position (37.5 hrs), in accordance with the Civil Service Rules and Regulations and the Policies of the County of Cayuga, and this authorization is valid through June 30, 2022 in accordance with policy resolution 307-20, and be it further

RESOLVED, that the Director of Finance makes the following budget transfer:

| | <u>Increase</u> | <u>Decrease</u> |
|------------------------------------|-----------------|-----------------|
| A16101 51001 Salaries FT | \$66,510 | |
| A16101 58001 Social Security | \$5,088 | |
| A16101 58002 Retirement | \$5,819 | |
| A16101 58003 Health Insurance | \$6,754 | |
| A16101 58004 Dental Insurance | \$319 | |
| A16104 54059 Professional Services | | \$84,490 |

A copy of this completed form MUST be attached to ALL Civil Service MSD-426 forms when filling a position.

Date 1/7/2022

Authorization To: Fill Only

**** New Position Duties Statement (NPDS) - Short Form
REQUIRED IF the title exists within the department**

**** New Position Duties Statement (NPDS) - Long Form
REQUIRED IF the title does NOT exist within the department**

Do you anticipate this request to result in fill-behinds? No

Cayuga County Department Information Technology

Job Title Being Requested (Exact Civil Service Title) Senior Computer Systems Technician

Position Control Number 007144-SYS

Position Status Permanent

Position Designation Full-Time

Budget Account Number A16101 51001

Is a position being abolished to create the new position? No

Is the salary of requested position in the current comp plan? Yes

Comp Plan Requested IS IN CSEA

CSEA Grade 30

Probationary Salary Amount ~~66,510~~ 66,522 (DE)

Step 4 Amount (CSEA) 74,203

Starting Salary for Position Requested ~~66510~~ 66,522 (DF)

Justification for Salary Requested This position will act as the IT primary point of contact for several mission critical County systems including the County website. This position will also spend 50% of their time working within the Department of Social Services. The position will also

carry out both basic (Level 1) and advanced (Level 2) IT helpdesk support to all County departments. They will also assist the CIO with some ongoing projects which will provide solutions to enhance Government Operations and boost Customer Service.

| | |
|---|--|
| Does position include fringe benefits? | Yes |
| What is the justification for filling this position AND why is it important for your department? | We very recently (1/7/22) had a resignation from a IT support staff member who is contracted through Entre Computer Services, our Managed IT Services provider. We found out about this staff member's resignation on 12/22 and our Managed Services Provider hasn't yet been able to find any candidates for me to review. At this time, I think its best for the County to move forward with our plan to phase out Entre Computer Services and move positions back to Cayuga County. |
| How is this position funded? | Budget |
| Is this a reimbursed position? | No |
| What will the fiscal impact of filling this position in your budget this year and in future fiscal years? | There will be no fiscal impact of filling this position. We will simply transfer funding from our Professional Services account into our Salary account. |
| Department Head | Thomas Bunn |
| Date | 1/7/2022 |
| Attestation | I am the department or agency head listed above authorized to submit by the appointing authority |

(Section Break)

Email not displaying correctly? [View it in your browser.](#)

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Approved 1/07/2022
Diana Fenn
Human Resources Administrator