



MINUTES
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 called the meeting to order at 5:30PM

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

OTHERS: Chair David Gould, County Attorney Chris Palermo, BOE Commission Katie Lacey, Veterans Director Kevin Swab, County Clerk Sue Dwyer, CIO Tom Bunn, and Deputy Clerk to the Legislature Amanda Morgan

DISCUSSION:

Petrus discusses that both caucuses are in agreement that redistricting and form of government are something the committee will be working on.

MINUTES TO APPROVE: December 13, 2021, **Motion by Kerr, 2nd by Nightengale, all in favor.**

APPOINTMENTS: none

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

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. **Motion by McNabb-Coleman, 2nd by Nightengale, all in favor.**

Kevin Swab (Veterans Director) - No updates

Motion by Kerr to go into executive session at 6:07PM, 2nd by Patti Ruffini, all in favor.

EXECUTIVE SESSION: re: Employment history of a particular person

Motion by Nightengale to come out of executive session at 6:31PM, 2nd by Kerr, all in favor.

Discussion:

Patti Ruffini mentions that in several committee meeting the discussion of why a department head has to come before the legislature to ask to back fill a position when the budget and head count have been approved. It is just a matter of putting a different person in that slot. Petrus asks Palermo if this change is something that would require legislative approval. Palermo responds that there are many policies that would need to be looked at first. Petrus asks the County Attorney's Office to look into this and the policies to make this change.

Motion by Kerr to adjourn at 6:44PM, 2nd by Patti Ruffini, all in favor.