Technology Advisory Board (TAB) and GIS Steering Committee
Minutes from August 11, 2022

TAB members present: Megan Hillyard (Administrative Services), Chris Stavros (Assessor), Chris Harding (Auditor), Lannie Chapman (Clerk), Robin Chalhoub (Community Services), Hoa Nguyen (Council), Lisa Ashman (District Attorney), Karen Crompton (Human Services), Zachary Posner (IT), Erin Litvack (Mayor's Administration), Talia Butler (Public Works), Will Kocher (Recorder), Rosa Rivera (Sheriff), Reid Demman (Surveyor), Phil Conder (Treasurer)

Representation absent: none

Staff Present: Tony Jolley, Trevor Hebditch, Brandon Allgier, Mark Miller, Jerome Battle, Andrew Dudley, Samantha Sedivec, Cherie Root, Corey Hess, Mike Bailey, Jesse Fruhwirth

TOPIC	POINTS OF INTEREST
Welcome & Remote Meeting Instructions	Chris Stavros opened the meeting. Trevor Hebditch shared the following slide: 
Public Comments	None.
Approval of minutes from June 23, 2022 meeting	Motion to accept the minutes by Phil Conder. Seconded by Karen Crompton. No discussion. Motion passed unanimously.
2023 Budget Review	Tony Jolley: After all the project summaries, we will ask project sponsors to add comments if they like, then we will score each project, then force rank any ties, and finally have a vote to accept the list prioritization. Any questions? Karen Compton: Before we begin, how much do we have budgeted for these projects? Zach Posner: None, until we make the request. The general fund total request is approximately $2 million, which is a little bit lower than what we've done in the past.

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Posner: We're going to present these in the IT-priority order with the top priority first. Then we'll discuss how the workgroups scored these projects differently from IT.

1. **Identity and Access Management System**: This would deploy multi-factor authentication on basically everything. It's a total account management ensuring that when "Zach" logs into a machine we're sure it's Zach and not a threat actor who stole Zach's password.
2. **Cloud Data Protection**: These are tools that enable us to detect when unusual files are accessed. We've been doing this on premises for years. It's been successful, but we need money to extend to the cloud.
3. **Cyber Security Analyst FTE**: First new full-time position request for the security team in over 6 years.

Jolley:

4. **Enterprise Case Management FTE:** Currently Criminal Justice Services and Youth Services do not have personnel to fully implement solutions already produced (JTI system).

Posner:

5. **Network Team FTE:** The team's workload has increased over the years with remote work and Webex. They used to be a backend team but now they're increasingly customer-facing. Ten years ago there were 24 wireless access points. Now there are 422.

Jolley:

6. **HR Pay Equity Tool:** Software is available to manage equity on an ongoing basis.

Posner:

7. **Hardware and Software Maintenance and Subscription Increases:** We're asking for 5 percent to maintain existing hardware and software.

Jolley:

8. **Archival Social Media Software:** Records Management and Archives is seeking a software solution to automate social media archiving.
9. **Enhanced System Navigator:** Intended to improve Housing and Community Development's capacity for data collection and sharing. There are dozens of agencies that provide a wide variety of services with a range of eligibility requirements.
10. **Replacement of Audit Tracking Software:** Failure to replace current tracking system provides little support to Auditor's transparency or effectiveness.

Chris Harding: The software the Auditor's office is currently using meets the basic functions to be considered audit software, but prices keep increasing each year and usability is not improving. We're doing more work outside the software than in the software.

Jolley:

11. **PeopleSoft Contract Labor:** Ongoing services for subject matter experts needed to meet business needs.
12. **Web-Based Budget Book:** Part of the 2022 budget but we wanted this group included in this. Navigating the budget is confusing, especially on a phone or tablet. This would be a modern, interactive, cloud-based tool we can embed in an existing website. It's designed to be ADA compliant.

TOPIC	POINTS OF INTEREST
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13. **Addressing System Consulting Support:** This is necessary because we are trying to move off the mainframe.

Posner:

14. **Website Enhancements:** We've invested a lot in a new website and the next step is to do intelligent content management, including automated tagging, so we can deliver a more personalized experience to constituents.

Jolley:

15. **HR Case Management Tool:** Disciplinary issues, fraud, long term sick leave and more: Failure to follow steps and procedures related to these situations carries risk.
16. **GIS Licensing Rightsizing:** We've run out of advanced standard licenses. This would request 5 advanced and 5 standard licenses. GIS technology is used by many agencies across the county. If licenses are not added these services may suffer.
17. **Purchasing Card Audit Software:** With recent increases in the small-cost limit to $10,000, Contracts and Procurement needs better internal auditing software to monitor the $15 million in aggregate annual spend by card holders.
18. **Environmental Data Collection:** Salt Lake County established a goal of reducing its environmental footprint. To start measured reductions we need to quantify the present footprint, which is complex and entails lots of equipment, each with its own footprint.

Jolley: That's all the projects for the General Fund.
Posner: Let's go through those with separate funding next.

Jolley:

1. **Personal Property System:** The mainframe can't be retired until personal property is elsewhere. This would have MCAT do the development and software. Assessor's office currently uses a custom-built system on the mainframe.

Posner:

2. **7900 Phone System Replacement:** Last year we got funding to start and we're hoping to be done in 2 years.

Jolley:

3. **Content Management System Cloud Based with AI ML:** For the library, requesting an RFP to find a new CMS.
4. **Viridian Room Reservations:** We need an RFP to find cloud-hosted software to handle room reservations and rental.

Posner:

5. **Countywide Video Conference Equipment:** We requested just under $2 million based on a survey we sent to county agencies. County Council approved $700,000. We recently resurveyed with more information requested and now there are about $800,000 in requests. We will get the majority of what people are asking for done.

Posner: Next we'll hear from project sponsors if they want to fill in any gaps we may have left out. Then we'll open to questions. Then we'll move to scoring.

Sharon Roux (Human Resources): Regarding **HR Pay Equity Tool**, what this is aimed at is understanding what our pay equity looks like in terms of protected classes. Gender,

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ethnicity, and more, we're required by EEOC to do this analysis every year and frankly we haven't done that well, not up to the level it's required to be done. What we've learned is it takes a lot of complex statistical analysis. It could be accomplished if someone could do that on a spreadsheet, but you can imagine with the number of employees and details on the individual level, we need a tool my team can use in-house. I want something that can live in-house and go forward even if someone were to leave. Plus, a tool would enable us to check this at any time throughout the year so we can solve problems right away rather than just once-per-year, backward looking.

Teresa Curtis (Addressing): Addressing touches so many agencies. Last year we were looking at using an out-of-the-box ESRI solution, but they were the ones who told us our needs are far more advanced than their solutions provide. Our migration project has many components, including place standardization, which is vital to ensure locations are searchable for all our customers. We've been working to get off the mainframe for many years and need **Addressing System Consulting Support** to complete this.

Stavros: Regarding **Personal Property System**, in order for the county to migrate away from the mainframe, it requires completion of three tax projects, including this one.

Phil Conder (Treasurer): About **Addressing System Consulting Support** software, will it integrate with our internal developments like PUMA?

Curtis: Yes, there are APIs to get that information to your system.

Reid Demman: Regarding **GIS Licensing Rightsizing**, we are out of licenses and it's pretty critical to a number of our agencies. We have to wait and jockey around licenses and it really slows down the business.

Crompton: I have a question about the **Enhanced System Navigator** and SAMI. CJS uses SAMI and loves it. I'm curious if there has been any analysis of how much usage this gets? Also, if we paid $200,000 for these enhancements, what do we get that we can't do now?

Karen Kuipers (Regional Transportation, Housing and Economic Development): The current SAMI software is targeted toward benefitting customers of Housing and Community Development. Many of these customers use other county services -- criminal justice, mental health and substance abuse, etc. -- and we know how important it is to make data-based decisions. This would help customers better navigate, get the best data on services, funding, interventions, and everything else. Our usage is about 520-580 residents, which are primarily using the services from Housing and Community Development. We have expanded. It's now available to CJS. This investment will allow us to look at needs of other agencies that are serving the same residents.

Crompton: Thank you.

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Posner shared the following slide:

Posner: I want to demonstrate there are differences of opinion and that's a good thing. SWG agreed with our assessment, but changed the priority order of the FTEs and security initiatives in particular. Traditionally PWG is the final assessment and what TAB has deferred to the most.

Dina Blaes (Regional Transportation, Housing and Economic Development): It seems PWG ranks very differently the projects that have an external community service component versus internal component. How do we rank internal users vs. greater public service delivery to our constituents?

Jolley: We do not separate internal users versus external. There are three criteria:

- **Value** above what we're currently providing,
- **Feasibility** or how easy it is to complete, and
- what is the **Risk** if we don't do the project.

Blaes: It sounds like those criteria envision the county as the customer.

Posner: We've looked at more complicated formulas in the past, and workgroups preferred to keep the evaluation criteria simple. They are considering value internally and to constituents.

Harding: For PWG, is **Replacement of Audit Tracking Software** ranked just *after* **Purchasing Card Audit Software**? Our purview is everything in the county budget, more than $1 billion. How could our project get prioritized lower than software that looks at $15 million in purchases? I advocate for ours to get a little higher ranking.

Posner: I think that's a great point. We've intentionally simplified the scoring criteria, so often we override the ranking based on rational thought and I'm depending on this committee to do exactly what you're proposing, to move beyond the scoring.

Demman: I'm assuming what you're saying is there's a legal aspect to not complying with certain things.

Harding: Our statute says auditors will audit to the best practices, say government auditing, or to essentially whatever the auditor thinks is right based on personal knowledge. That's so off base, we are seeking changes. People are always asking "who audits the auditors?" If a professional body was to come look at the county auditing shop, which is the largest in the

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state, they would fail a peer review. The situation is not necessarily breaking the law or failing to meet a statute, but very soon it will be.
Demman: Does your legal counsel think there's a great risk here? I think the risk factor is important to the ranking.

Harding: I don't think they have but I could definitely get them to weigh in on this.

Jolley: We can make whatever changes, but the goal is to decide what the ranking should be.

Demman: I'm comfortable with what PWG did but I think **Replacement Audit Tracking Software** should be moved up a little bit.

Harding: I agree with Reid.

Demman: Maybe swap **Replacement Audit Tracking Software** with **Purchasing Card Audit Software**.

Harding: If we were talking about basic software for some other office to just do their statutory duty I would think it would be very high.

Demman: **GIS License Rightsizing** is also critical to statutory duties to several offices. Yet I do believe **Replacement Audit Tracking Software** should be higher.

Jolley: Higher than 11? To move it in front of **GIS Licensing Rightsizing** or behind it?

Harding: Right after GIS. I could also make the case that our auditing impacts all departments. We're finding there are problem areas throughout the county and auditing hopefully will be resolving those issues. I think **Replacement Audit Tracking Software** should be below **GIS License Rightsizing** but higher than it is.

Jolley: Do you want it above **Network Team FTE** or below that?

Demman: Below.

Jolley: So, **Replacement Audit Tracking Software** becomes 9.

Harding: You're saying one FTE on the network team is higher than an entire elected office's statutory duty?

Conder: This discussion exemplifies that these are all very important, especially to the agencies they touch the closest and its hard to prioritize this whole list when we're talking about statutory duties versus the threat of a cyber-attack. I hope they all get funded, but we do need to rank them.

Crompton: Regarding **Enterprise Case Management FTE**, if we don't have that system, we don't have anything. It's been 6 years in the making, still there are bugs, and we don't have the capacity to address them. These are just so essential to ongoing operations. It was requested last year but it didn't make the cut.

Megan Hillyard: That's another thing that comes into play: when a request has been on the table for multiple years.

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Posner: Last year I think this committee recommended highly Enterprise Case Management FTE, but we felt our best shot was ARPA funding, but that failed as we better understood the rules, so there was a moment of pulling out the rug on them.

Posner: We could end now until next meeting.

Jolley: We can leave **Replacement Audit Tracking Software** and **Enterprise Case Management** at 9s and start from there next meeting.

Crompton: That's fine.

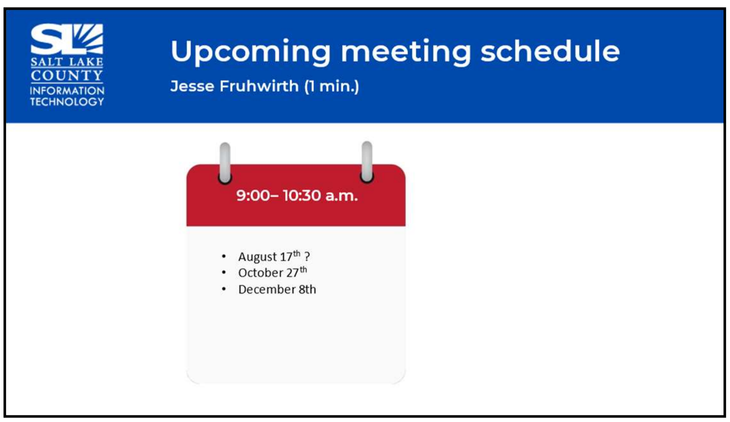
Hillyard: I wanted someone to speak to **Archive Social Media Software** regarding statutory requirements. That is an essential piece of software overall. We're getting requests all over the place to capture this information. I don't know that I can rank it higher based on other priorities, but to point out that all these are critical.

Jolley: Ok, we'll save the rankings as we have them now and pickup next Wednesday.

Other Business None.

Communication Items None.

Upcoming Meeting Schedule



Review Action Items None.

Adjourn Motion to adjourn the meeting by Reid Demman.

Second by Karen Crompton. No objections.

Submitted by Jesse Fruhwirth