OAKLAND COUNTY
Information Technology Leadership Group
Meeting Minutes

LEADERSHIP GROUP: Finance Administration   **MEETING DATE:** 01/26/2021

GOALS (S):

RECORDING SECRETARY: Scott Guzzy

NEXT MEETING DATE: April 27, 2021	**TIME:** 2:00 PM

Members / Alternates Present:	Todd Birkle, Jody DeFoe, Scott Guzzy, Dan Hunter, Joellen Shortley, Kristy Slosson, Lynn Sonkiss, Sara Stoddard, Chris Ward, Pam Weipert, Thom Hardesty, Barbara Winters
Members / Alternatives Absent:	Lauren Chamberlin, Pat Davis, Allan Robbins, Kevin Scheid, Leigh-Anne Stafford, Garth Wooten
Others Present:	Janet Brinker, Dawn Clark, TJ Fields, Kary Goisdzinski, Mary Gosine, Scott Kaiser, Janette McKenna, Paul Megge, Tammi Shepherd, Mike Timm, EJ Widun, Jennifer Wills, Jeanette Gravelle, Wendy Conklin, Cassy Zakens

Call to Order 2:02 by Chair Lynn Sonkiss- Skype Meeting

1. **Approval of prior meeting minutes –** Thom Hardesty made a motion to approve the minutes from October 27, 2020. Joellen Shortley seconded the motion. The minutes were approved unanimously.

   http://www.oakgov.com/pmo/

2. **Review 2020-21 Master Plan Quarterly Status Report:**

   • **Vacant Position Report (as of January 15, 2021) - pg. B.6**

      • Janette McKenna reported that IT currently has seventeen vacancies. Actively interviewing for four approved positions. This reflect a 10.5% overall vacancy rate. They plan on a 4% to 10 % overall depending on what division. The Application Division is planned to have a 7% vacancy rate, so the 10.5% is a little high.

   • **Review Planned Maintenance/Upgrades and Master Plan Activity - pg. A.1- A.1704E**

- **Maintenance and Upgrade to existing Peoplesoft Financials- Janet Brinker** stated that last quarter applied 2020 tax updates to system so Retirement Division can print their 1099R's.

- **01 COVID - County Executive Technology Enhancements -** This project was CARES Act funded. Last quarter we defined, obtained approval, and began implementation of transforming 10 traditional conference rooms into virtual meeting rooms with the ability to broadcast. We identified and began installing 50 touchless messaging display units in County buildings to better reach employees and the public who must still visit the buildings with important messaging. We also began the work required to upgrade the technology to deliver virtual press conferences and production quality video directly to social channels.

- **03A HIPAA External Risk Assessment -** Vendor review of HIPAA policies and procedures has been completed. HIPAA Working Group and departments are assisting to provide follow-up documentation to complete the assessment.

- **04A FHCM Implementation Program 2021-22-** Project just extended to cover the October go-live date for Financials. Continuing to charge time to this project for overall Program Management which includes Vendor Management, weekly PMO call, staffing and other on-going program activities.

- **04B FHCM Report Development (FCM/HCM) -** Some development of reports for Phase I HR happened in the last quarter on this project but IT mostly focused on integration development.

- **04C FHCM Mobile & Integrations Implementation -** Final testing for Parks mobile time entry is underway and we expect to go live in the first week of February. The project will be closed shortly after the go live.

- **04D FHCM Configuration Tenant Build (FCM) – Complete -** This project closed in the last quarter which was the extraction of data from PS to DGW for Accenture to populate for Workday Financials.

- **04E FHCM Architect & Configurations (FCM) - Complete -** This project closed in the last quarter which was finalizing the requirements for financial integrations so development could begin.

- **04F FHCM Financial Integrations (FCM) -** Development of Financial Integrations which OC is responsible for continues last quarter and this quarter. Majority of the development will be completed in the next couple weeks with functional testing to begin in February.

- **04G FHCM Financial IS/Job Acct Integrations (FCM)** - Requirements for Job Accounting have been completed with mainframe developing starting. Reimbursement processing requirements are nearly complete with development to begin soon.

- **04H FHCM ADP Employment Tax Implementation** - The ADP tax processing went live in November. We are working through some post implementation support items and expect to close the project next week**.**

- **04I FHCM End-to-End Round 2 Tenant Build** - Initial planning of this project plan began last quarter for the second round of data extracts to begin in February.

- **05 MyInsight Implementation** - Program configuration is underway. Health expects to be complete with this phase in February.

- **06 Distributed eLearning Solution Implementation -** RFP responses were received, and Demos were conducted. Final project and ongoing licenses costs and being estimated and reviewed with the associated departments prior to awarding the contract.

- **11 BOC Board Management Solution Implementation (Phase 1) - I**mplementation is underway and expect to complete this phase in the current quarter.

- **HR Side of Workday Enhancements-** Janet Brinker stated that quite a bit of HR's enhancement budget for reports, enhancements, and integration. There are more forthcoming.

- **Master Plan Analysis** - Janette McKenna reviewed the Master Plan Analysis (ref. Page C.1) for the first quarter into the two-year Master Plan Finance Group. The delivery for the Enhancement /New Development target is 12% and this Leadership group is at 19%. The Planned maintenance /Upgrades target is 12.5% and we are at 3%. The Support/Maintenance target is 12.5% and we are at 9%. The overall delivery for all Leadership groups is at 11%.

  - **IT COVID Plan-** Janette McKenna commented on the overall smaller general COVID items sitting with the Internal Services Group and the expended hours are more and contribute to the high 25% percentage. All groups are affected with these activities. There were 2,000 hours set aside in the Master Plan called COVID 19 IT. These hours have been expended and some items are still trickling in. These projects are under 200 hours. To this point have expended 18,486 hours with a negative variance of 1,632 hours. There is a report that tracks each

activity and supplied to Holly Conforti and Fiscal Services. The hour information is in the Internal Services Leadership Group Masterplan Activity section.

Examples- applications for the Laser-fiche grant distribution, update dashboards, reports for the Courts, reports for Health. These projects are under 200 hours. To this point have expended 18,486 hours and a negative variance of 1,632 hours. There is a report that tracks each activity and supplied to Holly Conforti and Fiscal Services.

3.   **2021-2022 IT Master Plan Prioritize Projects (from October meeting) –** Prioritizing of projects, Page A-9, Point Janette McKenna discussed four projects; COVID-BOC Board Management Solution Implementation (phase 1), County Executive Program Budget, Point of sale Terminal replacement RFP, and the Public Safety Transparency dashboards. All four have an allocation of hours. A decision must be made to where each of these should fall in the list.

The Public Safety Transparency Dashboard and Point of Sale Terminal Replacement projects are approved for funding.

The County Executive Program Budget has an allocation of 1,000 hours. The COVID-BOC Board Management Solution Implementation (phase 1) are to be reimbursed through the COVID funds. The plan was to rebill this to the COVID dollars available. Chris Ward stated that he believes this was approved for funding and the project is approximately 50% complete, Paul Megge stated.

Lynn asked if additional resources were brought in to do these projects, and do we need to bump other projects to fit these in. Janette confirmed that if the project is funded, normally more resources are normally brought in. It was asked by Tammi that we need to prioritize these four additional projects within the current prioritized 6 thru 11 projects.

Lynn presented that the BOC MGT could be the new number 7. Thom then asked that the E-learning could b e lowered because the entire Health Department is busy with COVID vaccine and testing. Sara Stoddard acknowledged that a commitment from Health would be delayed until late spring or early summer and that this project is still needed. Tammi Shepard assured that no projects would be dropped, just moved. Thom then asked we move the BOC to 6. And Sarah Stoddard added that Health could not start till late Spring.

Lynn then supported moving BOC Board MGT. Solution to number 6, Public Safety to 7. Tammi then interjected moving the County Executive Budget to a number 9 position. This then prompted the discussion concerning what projects funded and which ones are started.

Janette McKenna with Tammi Sheppard assisting, then presented a new proposed project priority order starting at priority number 6:

6. COVID - BOC Board Management Solution Implementation (Phase 1)

7. Public Safety Transparency Dashboards

8. Distributed eLearning Solution Implementation

9. County Executive Program Budget

10. Intranet Replacement Project

11. Citizen Engagement Budget

12. Point of Sale Terminal Replacement RFP

13. Physical Records Management System

Lynn then presented a motion to approve the updated project priority list as presented (above), then seconded by Thom Hardesty. Lynn then asked for vote, all approved, there were no nays.

4.   **IT Projects Update**

    a) **Universal Communications & Collaboration (UCC) – Mike Timm**

Three phases in the project. First phase is physical hardware and software implementation, and that is complete. The next two phases should move at a faster pace, the Voice Over IP (VOIP) system and the WIFI implementation. The VOIP is now being piloted at Animal Control and a second pilot is within IT. Both are going well. A demo room is set up for training, and documentation is being developed. Soon an implementation schedule is being developed for the entire campus and outside who will be receiving a new phone system. A couple of pieces still affect the VOIP system. One is the ACD, Automated Call Distribution system and Automated Voice Response which are more complicated. The schedules are being worked on and should be out shortly.

The WIFI access is currently in the implementation stage at the District Court locations, the IT building, and a significant portion of the 1200 building. The Conference Center and the 5th floor of the EOB is also implemented with WIFI. This is considered group A.

Group B for WIFI will be the rest of the County campus dependent on the funding remaining from the VOIP and WIFI projects combined. This next phase is being scheduled and should be published shortly. The WIFI will improve functionality for employees on site. The VOIP system will improve the ability for all employees to access their phone from anywhere. The WIFI implementation will only improve for those employees on campus. Lynn asked and verified about the future scheduling and the impact with current Workforce Planning project. Mike mentioned that changes are more easily completed with the new VOIP system.

    b) **Remote Work – E.J. Widun**

IT acquired additional remote devices so employees can work effectively from home. Have rolled out approximately 300 remote devices and have about 100 units in inventory. IT is ready for more deployment if requested.

The second item IT is working on is establishing a VPN solution. The hardware has been obtained and installed. It has been configured and unit testing is being done prior to deployment. Broader testing will occur in the next few weeks.

Thom Hardesty brought up that there is no additional CARE Act money available for hardware acquisitions. Janette confirmed that the current inventory purchased was charged to the CARE Act and documentation was given to Holly Conforti.

c) **Multi-Factor Authentication (MFA) – T.J. Fields**

TJ explained the process and need of MFA and the Workday rollout. IT is looking at all applications that MFA may need to be applied for security and efficiency. Sometime in 2021, e-mail and Office 365 will need MFA and IT will supply guides and training.

d) **Office 365 – Tammi Shepherd**

Most old SharePoint sites have been migrated, some still some sites to go. Migration enable Word, XL, and One Drive online. The next is enabling Microsoft TEAMS, Skype will be retired. Microsoft is retiring Skype and exact date not yet determined. She brought up that there will be a learning curve from Skype to Teams. She asked that a message by distributed that this is happening and encourage your employees to participate in the training being offered. Tammi offered if needed IT will offer testing for individual departments. July 2021 is the expected rollout. Lynn asked if online learning on demand was available, and they will check on that.

5.   **Other Business-** Lynn mentioned bring up some changes to this Leadership group with members leaving. Lynn then acknowledged Joellen Shortley for her work with this group and many IT projects. Many in the group congratulated her with various acknowledgments

Chair Sonkiss adjourned the meeting at 2:58 PM.