

OAKLAND COUNTY
Information Technology Leadership Group
Meeting Minutes

LEADERSHIP GROUP: Finance Administration

MEETING DATE: 03/22/2022

GOALS (S):

RECORDING SECRETARY: Scott Guzzy

NEXT MEETING DATE: March 22, 2022	TIME: 1:00 PM
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Members / Alternates Present:	Scott Guzzy, Robert Rottach, Lynn Sonkiss, Sara Stoddard, Patti Dib, Pam Weipert, Chaunda Nash, Laura Dodd, Allan Robbins, Todd Birkle, Thom Hardesty, Robert Seeley, Allan Robbins, Michael Andrews, Mike Kamenec, Jody Defoe, Solon Phillips, Diane McBroom, April Lynch, Kaitlin Keeler, Gretchen Blackwell, Sunil Asija, Shane Bies
Members / Alternatives Absent:	Leigh-Anne Stafford, Garth Wooten
Others Present:	Janet Brinker, Mary Gosine, Janette McKenna, Tammi Shepherd, Mike Timm, EJ Widun, Jennifer Wills, Kary Goisdzinski, Jeanette Gravelle, T.J. Fields, Addie Hankins, Susan Moore, Scott Kaiser, Stu Smith, Stacey Metcalf

Call to Order 1:01 by Chair Lynn Sonkiss- Microsoft Teams Meeting

1. **Approval of prior meeting minutes** – Approval of 1-25-2022 minutes asked by Lynn. Todd Birkle motioned to approve, Lynn Sonkiss seconded, minutes approved.

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

2. **2023-2024 IT Master Plan Requests to Size – Project Presentations**

Review & Approve

- a. https://www.oakgov.com/it/pmo/leadership_grp/Pages/FinanceAdmin.aspx

Janette addressed that this is completed every two years and today we are being presented new projects for the 2023/2024 master plan. These are potential project that would start in October of 2022. The projects listed on the spreadsheet are ranked by the ROI savings, highest to lowest. Mandates are noted. This ROI column may and most likely will change as more information is gathered by IT staff concerning the projects, we move to the July meeting. Goals will also be updated so we will have a full picture of projects to prioritize.

IT typically does not have enough hours allocated to do all the projects that are requested, so the priorities assigned are important at the July meeting. In the current master plan, there are number of projects that did not make the cut, and become open requests if funding becomes available.

The big picture today is to walk through the sponsor projects and to vote to approve the projects and have IT size for the July meeting.

In our October meeting IT will then be presenting the new master plan with those projects that made the July cut.

Anyone can review the process on the IT website where the leadership group information is.

Mike Timm added-the new strategic plan spreadsheet is updated with a column "County Strategic Plan Alignment". We will be reviewing and prioritizing projects with this is as a factor to keep in mind. Mike and the IT group will also review project and help determine if outside funding can be obtained depending on the need and business case.

Janette encouraged questions and dialogue today as each project is presented.

Tammi Shepherd add as each department leads present their project business cases, that the supervisors from application services are present for support or clarification as needed.

Lynn asked if IT had the hours to size all 32 projects and it was affirmed by Janette that IT does. The previous master plan had 17 projects.

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| 1) Econ Dev Site Selection Solution | To enable Site Selectors to connect with Oakland County Business Representatives through a web application so that they can find specific Oakland County commercial or industrial site locations in a way that is on par with other government or non-profit Economic Development organizations. | Laura Dodd |
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This need is really a tried-and-true core of economic development, which is helping people who are looking for sites and places to locate their business. They are looking for a web-based application versus having to call and speak to somebody. It is standard practice for economic development organizations, government and nonprofit based to have a site selector tool available. We want to make sure we review and choose the best and brightest and the application that fits our needs in economic development. We believe the ROI savings for staff and the amount of investment could be substantial if we're able to implement this web-based application. No questions.

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| 2) HD - Distributed eLearning Solution Ph II | To continue to configure and implement a solution that allows Oakland County Health & Human Services Department staff to create and distribute online training regarding internal policy, procedures, requirements, and strategic plan efforts so that the system will allow participants to be tracked for compliance and documentation. | Sara Stoddard |
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This application would be to upgrade the current product currently used for Health and Homeland Security. This will allow us easier access to build our own training content internally. This will also be used as a tracking mechanism for staff to be able to determine that the employee has completed the trainings appropriately. This is part of our internal strategic plan and with areas of emergency preparedness and response for both internal and public customers. The savings will come from staff efficiency utilizing train the trainer options.

Mike Timm asked the question if Workday could possibly provide this?

Tammi Shepard answered that this was explored, and that the public participation would present a problem with the licensing.

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| 3) HR Applicant/Recruiting Software Replacement | To replace the current applicant/recruiting software with a single platform to post jobs, find candidates, accept applications, schedule interviews, track applicants, data analytics, reporting, reference checking and exit surveys so that efficiencies can be gained by a single solution which integrates with the current HRIS system. | Chaunda Nash |
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This project is for a software replacement for NeoGov that is currently in place. With the large number of retirees anticipated over the next four years, HR needs a robust application that is easily utilized to recruit a qualified and diverse set of applicants. The application must be marketable that talented applicants will use. It must integrate with Workday.

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| 4) Econ Dev Salesforce Enhancements (2023-24) | To enhance Economic Development's Salesforce instance with customizations, integrations, and other application development, so that user adoption is increased, and reporting metrics, intake process, and outreach can become more efficient and standardized. | Laura Dodd |
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Salesforce has become an integral component Economic Development's daily functions. It is viewed as their CRM, but it also provides other internal needs. During the reorganization they eliminated a portion of administrative support, and this functionality fills that space. They are looking for this enhancement for customizations for greater efficiencies to our customers. Scott Guzzy asked about potentially consolidating all Salesforce application into a single package contract.

Laura answered that this and other features could be discussed.

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| 5) Treasurer Chargeback Tracking System | The goal of the project is to replace the manual-driven process for tracking credit card chargebacks on SharePoint and through emails with a system-driven workflow process and provide efficiencies for the financial tracking of credit card chargebacks, so there is greater visibility into the status of in-process and completed credit chargebacks for tracking and reporting. | Jody Defoe |
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This was presented two years ago, and this is in conjunction with IT in relation to customers asking challenging a credit card transition with the County. This is done manually and is inefficient and a new fee is now being imposed by Mastercard if the transaction is over 12- 13 months old.

Lynn asked a question concerning a Fiscal Services enhancement request that would automate the Access Oakland system to force the customers credit card be charged at time of service, especially for smaller transactions. This could cause potential more chargebacks. Tammi responded that will be reviewed for this project.

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| 6) Digital Asset Management Application Replacement | To source and implement a Digital Asset Management tool so that digital assets can be centrally managed. | Charlotte Fisher |
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Kaitlin Keeler presented- This project is to replace a current application that will present a better ROI and more functionality. This will be used across the County for communications. This will assist in overall consistent branding and communications.

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| 7) Treasurer Jury Payment Solution | To replace the check writing application with an updated solution so that the Treasurer can reduce costs associated with maintenance and support, operating system, and software versions. | Jody Defoe |
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This is one integration that will not make the Workday implementation cutover. This is an antiquated system that has manual processes that can be replaced. They are looking for a SaaS solution.

Lynn asked if this would be a temporary solution until the integration is complete with Workday.

Jody answered that this is a documented road mapped process.

- 8) Building Safety Security Camera Replacement Project** **To implement a new building security camera system so that there is improved system stability, additional redundancy, and a better user experience.** **Thom Hardesty**

This is for building safety cameras and currently each building has its own server, and to obtain or view an incident, Safety must go to the building. There is no network access. This is not to replace cameras, but to install a new software system to access and store video incidents.

- 9) Audit Management System Replacement** **To recommend and implement a solution that will automate the audit workflow process so that efficiencies are achieved while maintaining compliance with generally accepted government auditing standards (GAGAS).** **Pam Weipert**

This is to replace a system that is used for banking reconciliation used by Auditing and Fiscal called Teammate. A one-year pilot program is being put into place with Teammate. An RFP is being developed with IT and will be issued with items learned from the pilot program to choose the best solution for this process.

- 10) HD - Health Division EMR Referral Integration Solution** **To implement a solution that interfaces with all the different EMR systems used by Oakland County Health Division and their community service provider partners to electronically exchange client referral data among the different EMR systems so that there is interoperability and secure connectivity to eliminate a paper-based process.** **Sarah Stoddard**

This is part of the Health 360 programs for County clients who may need various services once they come in the door for a specific issue. This access is two ways, securely, across different agencies for various needs if eligible. This is fully electronic.

- 11) Econ Dev Event Registration** **To obtain an Event Promotion, Registration, Management and Payment processing system so that Economic Development can utilize a branded, flexible registration process that meets Legal and Terms of Service (TOS) requirements and IT security standards.** **Laura Dodd**

This application could be used across the County for all for events. This need to be better or equal to Eventbrite. There are multiple providers. There has been a stalemate on coming to an agreement on legal terms with Eventbrite.

Solon Phillips asked who at Corporation Counsel was working on this, and it was mentioned Robert Rottach and it is being worked on currently.

Mike Timm responded that he accepted the risk until this is completed with this software.

Solon responded that this is a proper awareness.

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| 12) Retirement 1099R Processing | To implement a solution that will create, print and e-file IRS Form 1099-R so that efficiencies can be gained by integrating with the current HRIS system and eFiling with the IRS. | Chaunda Nash |
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Workday currently cannot process 1099R's. During implementation it was presented ADP could do this, but can only process the process our regular 1099's. We are currently have a work around, but this is time consuming and offer opportunities for error. Improper transmission of information could generate fines from the IRS. The solution must meet all IRS requirements and integrate with Workday.

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| 13) Auditing Data Analytics System Replacement | To recommend and implement an audit-based data analytics software solution so that data analytics efficiencies can be maintained and improved. | Pam Weipert |
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This is to replace a software called Idea and the contract expires 2023. This needs to be enhanced and possibly replaced. The software creates its own audit trail yet maintains the original trail to be used in audit processes.

Lynn asked if possibly the Audit Management Software could provide this additional functionality, and Pam answered yes. The functionality of this component must be reviewed against software dedicated to Data Analytics.

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| 14) Marketing Automation Application Implementation | To source and implement a Marketing Automation (MA) tool so that the Department of Public Communications (DPC) can manage the full content lifecycle for communications and community engagement. | Charlotte Fisher |
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Kaitlin Keeler- the goal is to improve two-way communication to all constituents, customers, and service levels. It helps automate the most efficient way for a customer to reach their destination electronically when contacting the County. It can integrate with various applications and CRM's.

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| 15) Econ Dev Website Redesign | To redesign the Advantage Oakland website so that it is easier for the residents, community leaders and businesses to find help and programs that apply to their needs. | Laura Dodd |
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It may or may not need to be on this list. They are asking for the website to be relevant and comparable with other similar E & D sites. This may only need additional consulting for the development.

- 16) NHD Database Consolidation** **To inventory, upgrade and/or retire existing databases so that staff efficiency can be increased, and data accuracy improved.** **Shane Bies**

Currently there are numerous Access databases on the J drive that are utilized by the department. This project is to increase efficiencies for the staff to enter, record, and store data and eliminate double duty entries. The other side of this is to have an efficient method to extract the same data into other applications that are required.

- 17) NHD Document Conversion** **To implement a system to store all historic paper documents for the Neighborhood and Housing Division (NHD) so that the long-term security of the documents can be ensured while physical storage space is regained.** **Shane Bies**

Current documents are all on paper and there are daily requests to retrieve these files, both for staff and customer needs. The task requires the staff to leave their desks and search in the paper files. This takes significant time and does not coincide with working from home. The solution would offer efficiencies both in searching and sending the required information. Lynn Sonkiss asked if this is a Laserfiche solution and Tammi Shepherd answered yes, this would then be on the same platform as other similar solutions.

- 18) Emergency Management Security Network** **To implement an infrastructure improvement project that will update the Building Safety network so that it will be migrated to the IT network.** **Thom Hardesty**

This and the **Badge Reader Infrastructure Replacement** project following are connected. The system goes back to 2008 and includes cameras, access control, and panic alarms and is a standalone system. The system needs upgraded so it can be more accessible from the County network so staff can respond more efficiently. ROI's will need to determine as functionality becomes available.

- 19) Central Services Automate Auction Data** **To improve the receipt and dissemination of winning bid information from completed online auctions, so that the facilitation of in-person final sales transactions is quicker, there is accurate updating of the property records database, and timely and accurate reporting to Fiscal Services.** **Todd Birkle**

~~Todd thought this project was pulled due to not having public auctions due to COVID 19. The project and software were to pre-register auction participants and very costs and disposition of the item they may have purchased. At this point he would not want to pursue the project. Jody Defoe offered the new contract that was bid out entered the for Treasurers auctions sales. Todd responded he would be interested if these services could be provided. Todd responded he would be willing to explore that option.~~

This was later restated by Todd Birkle and it is for an interface with BIDCORP Auction site for more efficient customer pick-up of auctioned off items. He would like this to remain on the list.

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| 20) Veterans' Services Client Services Data Tracking & Reporting | To track Veterans' Services client services efforts and data to quantify the value it provides to Oakland County veterans, so that Veterans Services can use the data as a key performance indicator (KPI). | Shane Bies |
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Garth was not present, and Tammi Shepherd added information that Veterans Services has homegrown databases that they use to manage their services for their client. They are looking for assistance to either consolidate those or find a full package to accomplish this. They need a better management tool for use of their time the resources dealing with a very diverse group of customers. The goal is to make sure that they are hitting all their bases, on both and delivering of those services. This data could provide better performance metrics and analytics. This also relates to their KPI data needs.

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| 21) HR Intranet/Telegraph Re-design | To redesign the HR intranet site so that Oakland County can continue to provide a user-friendly intranet for employee communications using the latest technology and best practices. | Chaunda Nash |
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April Lynch presented both items 21 and 22 below at the same time. The goals are to create a more user-friendly landing page for the public, recruitment, current employees, and retirees to find the information in a simpler manner. This ranges from benefits to work culture. The site needs to be transparent with the ability to try and fully answer the question that the end-user is looking for. This is part of the overall strategic plan to redo the Telegraph page and HR will need to be a component of this.

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| 22) HR Internet Redesign | To improve the HR internet page so that internal and external users are able to locate HR related information in a more user-friendly manner using the latest technology and best practices. | Chaunda Nash |
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April Lynch answered and combined with project preceding.

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| 23) FHCM Enterprise Enhancements 23-24 | To implement enterprise enhancements for the FHCM program for human resource management, payroll/time-tracking, fiscal management, banking, procurement, and various reporting/publication needs so that efficiencies can be gained in the management of these Countywide activities. | Lynn Sonkiss |
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Workday went live with HR and payroll time tracking in July 2020 and we're getting ready to go live with Financials in early May. Workday will not be a static product as PeopleSoft has been frozen since 2012. There will be continuous updates and with any new system of this size and being a core backbone system for the entire organization, there will be changes as time moves on. This is request is for hours to evaluate the impact on everyday business processes and implement the changes in an orderly manner.

- 24) Badge Reader Infrastructure Replacement** **To implement an infrastructure improvement project that will update Badge Reader functionality and resiliency so that Emergency Management can improve downtime and outages for the generation of employee and contractor badges.** **Thom Hardesty**

This and the **Emergency Management Security Network** project mentioned above are connected. The system goes back to 2008 and includes cameras, access control, and panic alarms and is a standalone system. The system needs upgraded so it can be more accessible from the County network so staff can respond more efficiently. ROI's will need to determine as functionality becomes known.

- 25) County Executive Admin CRM Implementation** **To source and implement a customer relationship management database so that the Department of Public Communications can optimize their community engagement and gain efficiencies in casework management.** **Charlotte Fisher**

Kaitlin Keeler for County Executive presented. The project is for relooking from the lenses of County constituents and community engagement of the Executive Administration. This type of project that has been looked at before. The goal is a solution and database that improves services to Oakland County residents.

- 26) Citizen Engagement Budget - Finance LG** **To establish a Citizen Engagement budget for the Finance and Admin Leadership Group so that hours may be allocated in support of the development and expansion of Oakland County's digital media goals and objectives.** **Tammi Shepherd**

This budget looks a lot different moving forward than previously with the split of the DPC (Department of Public Communications) who there are to handle any of your social media needs, video creation, and all marketing communications. At times we believe there still needs for some technical programming support to support communications and citizen engagement work with the various leadership groups. The goal is to have a small budget in each leadership group and will engage the DPC on request and as needed for cohesive solution.

27) County Executive Program Budget	To establish a Program Budget so that new technology can be leveraged to gain efficiency in the County Executive’s Office.	Mike Timm
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This is basically a place holder for available budgeted hours to draw on for miscellaneous small projects as they come up out of that County Executive office. This this will faded to or adjusted hours specific to initiatives that come out of the County Executive administration. This is the placeholder that has existed over the last few years.

28) BOC Codify Resolutions and Proclamations	The BOC would like to improve the searching and locating of documents, so that they can provide quicker and easier access to the public from their website, that allows the public to locate and view current and historical Board of Commissioners documentation e.g., ordinances, resolutions, and proclamations).	Patti Dib
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The BOC would like to have a system or solution to provide a transparent and easily accessible dashboard of the codification of all the board actions. This includes resolutions, proclamations, and any ordinances that might be passed. This solution should be in an organized folders accessible from the BOC website for the public, internal people (employees), and commissioners in format that is searchable and separate from minutes and any other documentation that goes along the passed items. Keyword searchable is a must for the solution to increase efficiency from the current environment. Much time currently is being spent by staff directing people where to find the documents requested.

29) LFMM Enhancements v2.0	To enhance the Laserfiche - Matter Management System (LFMM) mechanisms that search and report on the database values and metadata within the Matter Management repository so that Corporate Counsel (CC) and Risk Management (RM) staff are provided more flexibility to extract, manipulate and summarize data for graphical presentation, and improve compliant data submission to government agencies.	Solon Philips, Diana McBroom
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Solon presented – The Laserfiche and Matter Management (MM) enhancements being requested are for ease of use with the system to make it more intuitive and make it more conventional with operations. The divisions are pivoting toward a need for greater level of access to the data that's contained in the system for decision making purposes in terms for advice and counsel that we provide. We have become more data and analytical driven in terms of the way that we provide advice and counsel to our clients. We are also receiving more questions than before that require us

to pull historical data to make informative decisions. Putting that data together is challenging and we want to become more effective and efficient.

Diana McBroom added that Risk Management perspective on the current system does not allow a critical injury on the job information to be easily accessible for Risk or the injured employee.

- 30) Risk Management File Digitization** **To digitize existing and future paper files securely and accurately, label and store the digital files in a searchable manner, so that the files are available and viewable by Risk Management (RM) staff as needed.** **Diana McBroom**

There are approximately 18 file cabinets full of workers compensation files at the RM office. State law requires that the files be maintained for 30 years. Approximately 20% of the office space is being used for this storage and grows each day. For not only sustainability reasons we also need the files to be maintained safely. Of course, searchability and ease of access is an efficiency that is a need that can be addressed.

- 31) Public Communications Portal Implementation** **To create a public communications portal so that vital public information can be distributed during an emergency and other risk events.** **Bill Mullan**

Kaitlin Keeler presented- This is for the Public Communications Officer to have contact information to connect to government or non-government entities, hospitals, schools, fire, and police stations, easily in an event of a crisis. This would be a two-way portal.

- 32) Veterans Services Transportation Survey** **To create a key performance indicator (KPI) solution to measure the Veterans' Services transportation services so that Veterans' Services has a strategic and meaningful way to measure and report on its value.** **Garth Wooten**

Laura Dodd presented- Veterans Services program is getting ready to offer a door-to-door transportation system for veterans. This is a solution to allow for customer satisfaction surveys post this transportation service. Laura asked that this be pulled, and Tammi Shepherd agreed that this can be reviewed and solved with the current Qualtrics contract.

Lynn asked and it was confirmed by Janette Mckenna that IT has the hours to size all the projects for the July meeting. Jannette thought this may be the largest number of projects for any Master plan

Jody Defoe forwarded the motion to approve the sizing of the 31 projects Lynn seconded. It was affirmed with all ayes.

3. Consider Rescheduling July 26, 2022 Leadership Group meeting to August 2, 2022
This was confirmed and agreed upon to move the meeting to August 2nd at the same time of 1:00PM. Please allow two hours for this meeting.

4. Other Business- there was none.

Meeting Adjourn- at 2:19 PM

Next meeting: **Tuesday, April 26, 2022 @ 1:00 PM**