

**COMMISSIONERS' MINUTES
KITITITAS COUNTY, WASHINGTON
BOCC CONFERENCE ROOM
REGULAR MEETING - IT STUDY SESSION**

Monday

11:00 am

May 9, 2016

Board members present: Chair Obie O'Brien, Vice-Chair Paul Jewell,
Commissioner Laura Osiadacz

Others: Jim Goeben, IT Director

Regular Meeting

Commissioners

Call to Order: 11:00 AM

Service Level Agreements Updated

Mr. Goeben told the board he will be presenting an updated (2016) Service Level Agreement (SLA) to the Management Team on May 11. The updates include changing the IT maintenance window from Sunday and Wednesday 6pm-2am to Tuesday and Thursday 6pm-2am, updating the supported applications list to reflect changes made in the past year, along with minor text changes. The 2016 SLA will go into effect 6/1. A copy of the changes was provided to the board.

Board direction: The board had no concerns with the updated SLA.

Text and Email Messages for Emergency Notifications Pushed to Employee and the Public

Mr. Goeben updated the board that IT is evaluating 3 options to provide push notification to subscribers via email and text.

1. IvyTalk, the messaging service used by Kittcom. Messages will not be automatic from NetSupport Notify alerts.
2. In-house developed application. IT might have the ability to automate messages based on NetSupport Notify alerts.
3. Replacement of NetSupport Notify. A different software can be purchased that would provide one solution for desktop, email, and text alerts.

There was discussion about the expectations of the board for emergency alerting. The board does not want to rely on staff, including the security officers, to send notifications. Staff's priority should be to respond to the incident.

Board direction: The board directed Mr. Goeben to 1) inquire if Kittcom would send IvyTalk notifications to county subscribers in the event of an emergency, 2) determine if an in-house application could be developed to automate notifications from NetSupport Notify via text

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and email, and 3) get costs on a single solution that would replace NetSupport Notify.

Other business

Mr. Goeben updated the board:

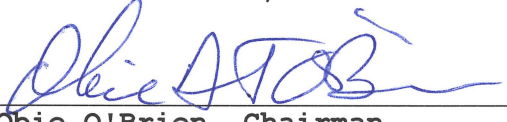
- Phishing training provided by PhishMe would cost around \$10,000. IT will look at other solutions.
- Computer rotation presentation to the board will be held later this month in a special meeting.
- A permit software vendor visit is scheduled for May 10 to get answers about their cloud solution and how the software would work in conjunction with Laserfiche.
- Conduit for fiber has been placed in the ground at the Cle Elum Transfer Station. The project is on schedule for being completed by the end of the summer.

Adjourned: 11:45 AM



Jim Goeben, IT Director

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Obie O'Brien, Chairman