

# 2022 Information Technology Services Commission Report, September 2022

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## Department Overview

Mission statement: "Grand County Information Technology Services provides reliable, robust and integrated technology, which improve the ability of the County to serve its constituency."

We strive to provide solutions that improve the efficiency, accessibility and security of communications and data.

Grand County IT (Information Technology) Services is tasked with overseeing all aspects related to the support of Grand County Information Systems and GIS; which include a variety of general, advanced, and complex technical duties. Some of those duties include:

The procurement, installation and on-going maintenance of equipment, help-desk and technical services for:

- PC's
- Servers
- Databases
- Surveillance Systems,
- Voice and Data Networks
- Websites
- Telephone systems
- 911 and Radio systems
- Conferencing systems
- Email
- Peripherals

Overseeing IT system functions, solution development and procedures related to technology use, such as:

- File Management
- Strategic Planning
- Project Management
- Consultation
- Licensing
- Support Agreements
- Subscriptions
- Access Permissions
- Computer & Network Security
- Programming
- Operations

## Department Update

Since my last report, my department has had some staffing issues. But I am happy to say that we've had the support tech filled since April. And, we will have the new GIS specialist starting on the 26<sup>th</sup>. With staff on-boarding and other unforeseen issues, I have been limited with time towards working on projects, so my report is not changed much from last year.

Projects include:

- Replacement of core networking hardware & software including secure workspaces and mobile device management will be completed very soon
- Yearly rotation schedule (58 computers replaced this year)
- Expanding surveillance systems for various departments
- Cybersecurity monitoring in conjunction with ISAC (Info. Sharing Analysis Centers)
- Remote & hybrid working environments
- Upgrading networking, security and systems- working towards Zero Trust architecture
- Expanding/ Upgrading core servers
- Further refine solutions using G-Suite and other systems

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- Further refinement of disaster recovery protocols & options
- Website redesign
- IT Strategic Plan updates to include Cybersecurity revisions
- Grand County Public Safety Communication Task Force (Radio Tech/ Maintenance)
- UAC appointed member of STOU Cybersecurity Commission

Since my last report, when it was just me and the GIS Specialist. I have been able to hire the IT support tech position since April. However, we then lost our GIS Specialist right about the same time. The replacement for the GIS position has been a little challenging with the of lack of affordable housing, and lack of qualified applicants. However, I am happy to report that the new GIS Specialist should be starting on the 26<sup>th</sup>.

This unfortunately has put many of the projects I anticipated to have completed this year, pushed back, as I have had to focus on training for daily help desk and administrative tasks. And as users have transitioned back into the office for the most part, the daily help-desk calls have increased.

Having my focus distracted away from the projects that need to get done has left me in a near status-quo, again, from where I was when I last reported. However, this doesn't construe that we aren't busy, there has been many projects and other work that has been done daily.

I have noted before *"...the demand for technology solutions is constantly increasing and security threats have dramatically become more prevalent."* This statement exemplifies the basics of day to day IT operations. The systems we utilize require extensive administration and maintenance.

The cybersecurity landscape and our "attack surface" has dynamically changed in recent years. And compounding that is "shadow IT", where users go rogue bypassing safeguards and implementing software and/or workarounds that can cause unintended consequences. As well as users bringing their own devices (BYOD) and an ever more persistent threats that utilize social engineering techniques. Can be leveraged to expose our organization to attack.

I was able to procure updated networking hardware, and it we will be rolling out in the near future. This will be a key piece to improving our security posture. I will likely be asking for increased funding for cybersecurity monitoring for next year.

This year, core servers and systems are due to be replaced. Also, the VHF radio system will be addressed with several upgrades. In conjunction with the Sheriff's office, we will likely be coming to revise/ eliminate the Radio Tech position that was created at the beginning of this year, in lieu of stepping into a maintenance agreement with a local radio company. This is necessary as UCA has been actively backing away from supporting any VHF systems and they are in need of maintenance & expansion. Dispatch has been cut over to the new NG911 statewide system. And currently work is actively being done for UCA to complete cutting over to the new P25 digital radio system.

Collectively, all these improvements will help provide better coverage for emergency responders.

One of the backup generators for the courthouse has gone out. And we have a temporary one on wheels in place now until we can get the current one repaired and eventually replaced (22+ wks).

Google G-Suite, continues to be a good platform that is being leveraged for better communication and collaboration in many departments and offices. Please note that pricing on our current G-Suite platform did increase in 2022. I believe the pricing is beneficial for the use that we get out of it. However, we are consistently pushing the license count with staff turnover and position creations. So, I might be looking to increase the number of seats we use.

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Security is a major evolving issue. I was asked to participate on the SToU Cybersecurity Commission as the UAC voting member, and have attended a few meetings. Created from HB 280 the commission will provide reports and resources back to the state to determine how best to proceed in regards to addressing cybersecurity.

Locally I rely on our staff, co-workers and community members to be our front line of defense by being wary when online and a bit cautious and aware of those you communicate with. As we assimilate into this new highly electronic, always-connected reality, the need for all levels within the organization to participate in protecting us from cyber-crime is critical.

## Current Goals:

### *Workstations*

- Optimize management, automate patching, application control
- Continue replacement schedule
- Endpoint disaster recovery planning
- Mobile Device Management

### *Servers*

- Migrate select systems to cloud
- Consolidate reporting
- Consolidate Virtualized Environments
- Optimize Storage
- Distributed File Systems
- Coordinated Encryption

### *Network*

- Wireless upgrades & Expansion
- Core switching upgrades
- Redundancy & High Availability
- SIEM (Security Information & Event Management)
- ZTNA (Zero Trust Network Access)

### *Administration*

- Strategic Planning- Public safety communications, GIS, IT, Disaster Recovery, e-Government, Work-Flows,
- Incorporate Asset Details, License Management, Reporting & Help-Desk Into Daily Management
- Business Continuity Management
- Security Initiatives

## Questions?

Thank you

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Grand County , UT