

### LONG-TERM, STRATEGIC QUESTIONS:

- What metrics does IT use to measure their own effectiveness?
  - Call volume
  - Call times
  - Work order volume
  - Work order aging
  - Customer satisfaction survey
  - Printshop volume
  - Can these metrics be summarized and presented on a quarterly basis?
    - Monthly summary already provided
- What formulas does IT use to price the services & equipment it supplies to county departments?
  - Follow County Purchasing guidelines
  - Purchase of state/federal contract
  - Always doing due diligence in best price, best value, and justification of sole sourcing where applicable
  - Chargeback to various depts. (example provided) – formulas built into spreadsheets, based on use, cost to procure, and on per person basis
  - Some depts have specialized software/hardware that is only charged back to them
  - Is there a master list, sorted by department, that shows overall usage and charges?
    - Chargeback invoicing spreadsheet distributed quarterly
    - We have no way to measure actual usage of systems

### IMMEDIATELY-RELEVANT, TACTICAL QUESTIONS:

- Can IT handle a huge increase in remote users?
  - Please discuss licensing, bandwidth, and user support
    - WPNH – Procured 20 tablets for virtual visitations. Devices also work over cell network for both flexibility and not to overly consume county network bandwidth availability.
    - Currently handle 300 simultaneous remote session daily (Citrix)
    - Have licensing to go up to 800 licensed users, but due to increased system requirements, we no longer have the compute and storage resources to support 800 simultaneous remote users.
    - Working with our Internet/network provider to increase our available bandwidth from 100MB to 250MB (more than twice capacity) for the public internet. The county network internet bandwidth is currently at 500Mbps which is the limit of what our firewalls can currently handle.
    - We will have to prioritize who gets those resources and other specific/special needs based on the COOP/COG plan and County Executive directives
      - We'll get to lower prioritized departments as time permits
      - We can adjust remote access for users to give access to specific applications & programs and stretch our utilization
      - Remote users can directly access O365 resources and not have to use any remote session licensing

- Are there other threats IT needs to be prepared for with respect to the Coronavirus situation?
  - End user ability to work remotely, be able to login and use the resources available
    - Have sent out several communications to dept. heads on directing their respective to validate and practice:
      - MFA – being enrolled and using
      - Able to login remotely/from home
      - Practice using available resources
      - Provided online training access and modules on resources available
- Has IT created a job description for the Cyber-Security position?
  - Yes, based on previous position and will be modified as per recent audit and IT Security assessments
  - Does it already have any candidates in mind?
    - Yes both internal and external
  - How would such a position be expected to act in the face of this Coronavirus situation?
    - Bad actors will always take advantage of situations like the Coronavirus, so we expect an uptick in phishing email and malware, so:
    - Focus would be ensuring secure remote access
    - Focus on data protection
    - Other
      - Emergency infrastructure upgrades
        - 500MB bandwidth \$500/month is additional service fees for the Public Internet.
        - 1Gbps County Network Internet Bandwidth - \$1,000/mo in additional service fees
        - FW upgrades for 500MB bandwidth \$50k
        - Nutanix storage - \$300k
        - In the process of getting quotes for the above and have at the ready
        - NOTE: Procurement lead time for the above is at least two weeks. Setup time for the above is at least 1 week.