

Information Technology Board Meeting



February 28, 2023

Meeting Details:

Date: February 28, 2023

Time: 9:30 AM

Location: City County Building, Room 260

Chairman: Joseph O'Connor

Interim CIO: Collin Hill

Roll Call:

1. Chairman Joseph O'Connor

IT Board Business:

2. **Approval of the January 24, 2023, Meeting Minutes:** Chairman Joseph O'Connor

Status Updates:

3. **ISA Report:** Collin Hill, ISA Interim CIO

Action Items:

4. **Resolution 23-04: Microsoft Support Renewal** – Nicole Heatly-Holmes, ISA CISO
5. **Resolution 23-05: CIO Appointment** – Chairman Joseph O'Connor

Discussion Items:

7. **Network Testing Update** – Kevin Moore, ISA Interim COO

Meeting Adjournment

The next scheduled Information Technology Board meeting is to be held March 28, 2023, at 9:30 AM.

Roll Call:

IT Board Members Present

Mr. Joseph O'Connor	Marion County Assessor	Chairman/Voting Member
Mr. Ken L. Clark	Office of Finance and Management	Voting Member
Chief Valerie Cunningham	Indianapolis Metropolitan Police Department	Voting Member
Colonel James Martin	Marion County Sheriff's Office	Voting Member
Ms. Kate Sweeney Bell	Marion County Clerk's Office	Voting Member
Ms. Barbara Lawrence	Marion County Treasurer	Voting Member
Ms. Jane Richardson	Mayoral Appointment	Voting Member

Also Present

Mr. Collin Hill	Information Services Agency	Interim Chief Information Officer
Mr. Gary Ricks	Office of Corporation Counsel	Legal Counsel
Mr. Ken Montgomery	TVSA/Channel 16	TV Studio Manager
Ms. Angela Grider	Marion County Sheriff's Office	Executive Director - Administration

IT Board Business:

Approval of the January 24, 2023, Meeting Minutes: Chairman Joseph O'Connor

Ms. Kate Sweeney Bell made a motion to approve the January 24, 2023, IT Board minutes. The motion was seconded by Mr. Ken Clark. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

Status Updates:

Mr. Collin Hill, Interim CIO, presented the January 24, 2023, ISA Report.

Mr. Ken Montgomery, TVSA/Channel 16 Studio Manager, presented the TVSA Production Report.

Mr. Collin Hill, Interim CIO, presented the ISA Fiber Report.

Mr. Collin Hill, Interim CIO, presented the quarterly MBE/WBE/VBE/DOBE Report.

Mr. Collin Hill, Interim CIO, presented the 2022 Annual IT Survey Results.

All reports and materials for this meeting are available for viewing in the January 24, 2023, Board Packet online at indy.gov/activity/information-technology-board.

Action Items:

Resolution 23-01: Utility Associates, Inc. – Executive Director Angela Grider, MCSO

The Information Services Agency (“ISA”) sought approval from the IT Board to enter into agreement with Utility Associates, Inc, to provide communication systems to support 105 deputies’ vehicles and camera systems to the Marion County Sheriff’s Office in an amount not to exceed Nine Hundred Thirty-Three Thousand, Three Hundred Ninety-Five Dollars and Zero Cents (\$933,395.00) for five (5) years.

Services include all hardware, software licenses, BodyWorn generated data, storage/retrieval, warranty, training, configuration and technical support.

Mr. Ken Clark made a motion to approve Resolution 23-01. The motion was seconded by Ms. Barbara Lawrence. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

Resolution 23-02: Angela Grider Recognition of Service – Chairman Joseph O’Connor

Chairman Joseph O’Connor acknowledged Ms. Angela Grider for her service to the citizens of the City of Indianapolis and Marion County and the IT Board over the past one (1) year with a special resolution.

Colonel James Martin made a motion to approve Resolution 23-02. The motion was seconded by Ms. Jane Richardson.

Resolution 23-03: Myla Eldridge Recognition of Service – Chairman Joseph O’Connor

Chairman Joseph O’Connor acknowledged Ms. Myla Eldridge for her service to the citizens of the City of Indianapolis and Marion County and the IT Board over the past seven (7) years with a special resolution.

Ms. Kate Sweeney Bell made a motion to approve Resolution 23-03. The motion was seconded by Ms. Barbara Lawrence. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

Discussion Items:

None

Meeting Adjournment

Chair O'Connor entertained a motion to adjourn. Mr. Ken Clark moved for adjournment. Ms. Barbara Lawrence seconded the motion. Board Chair O'Connor adjourned the meeting.

The next scheduled Information Technology Board meeting is to be held on Tuesday, February 28, 2023, at 9:30 a.m. in City-County Building Room 260.



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City of Indianapolis & Marion County



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ISA IT Board Report

February 28, 2023

Enterprise Projects

Project	Phase	Target	Status
CARES: Unified Communications: Implementation	Executing	12/31/2023	Yellow
Storage Modernization	Executing	3/31/2023	Green
OneDrive Migration	Executing	5/31/2023	Yellow
Security Program: BitLocker Implementation	Executing	5/31/2023	Green
Kronos/UKG Timekeeping Expansion – IMPD	Executing	7/31/2023	Yellow
Kronos/UKG Timekeeping Expansion – MCSO	Executing	9/30/2023	Green
Indy 3.0: AP Automation – Implementation	Paused	TBD	Red



Capital Projects

Project	Sq. Ft.	Phase
CCB Restacking		Design & Planning
CJC: Professional Building Phase 1 - Probation	75,000	Completed
CJC: Professional Building Phase 2 – Public Defender Agency	75,000	Wiring
CJC: Coroner's Office & Forensic Services Agency Building	75,000	Design & Planning
IFD Station 32	13,000	Design & Planning
Broad Ripple Park Family Center		Completed
Douglass Park Family Center	48,000	Design & Planning
Krannert Park Family Center	45,000	Design & Planning
Grassy Creek Family Center		Design & Planning
CJC: Youth & Family Services Center	68,000	Design & Planning

Phases include Requirements, Design & Planning, Wiring, Implementation & Move



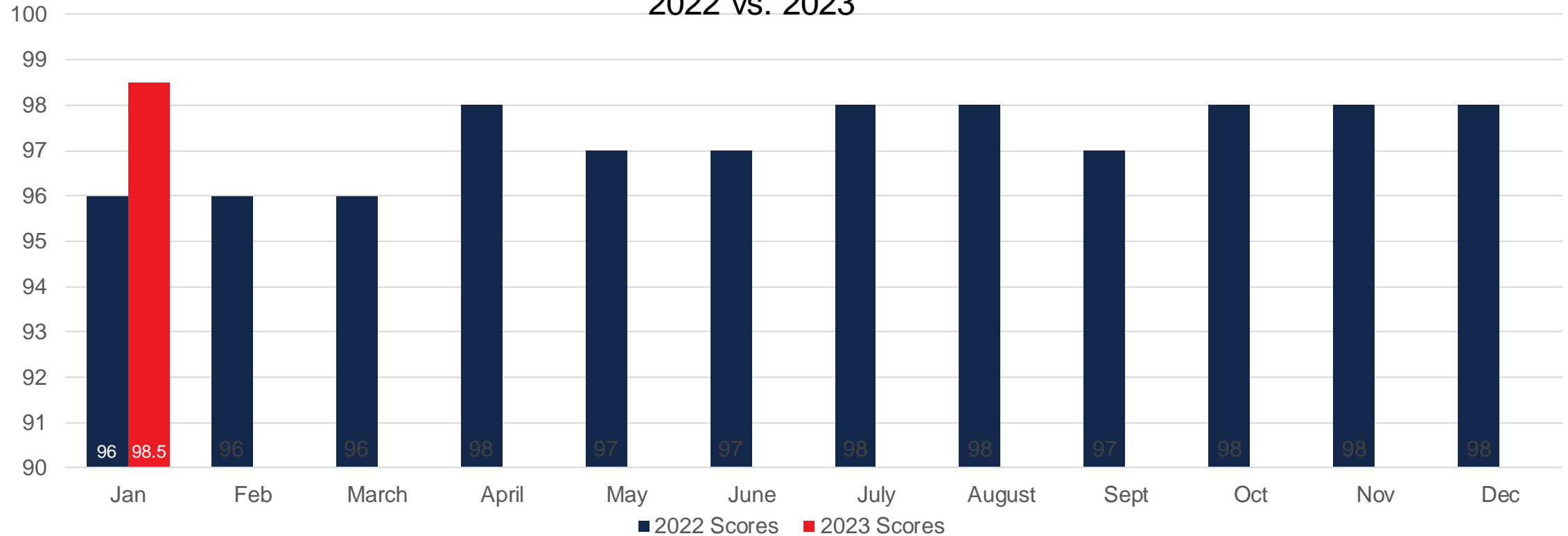
Vendor Service Level Agreements

Service Level Agreements		January 2023	December 2022
Bell Techlogix	Number of SLAs	SLAs Achieved	SLAs Achieved
Service Desk / Cross Functional	34	34	33
Workplace	13	13	13
Data Center / Network	28	28	26
Daniel Associates, Inc.	Number of SLAs	SLAs Achieved	SLAs Achieved
Application Enhancement Services	20	16	15
Application Maintenance & Support	3	2	2



Customer Satisfaction

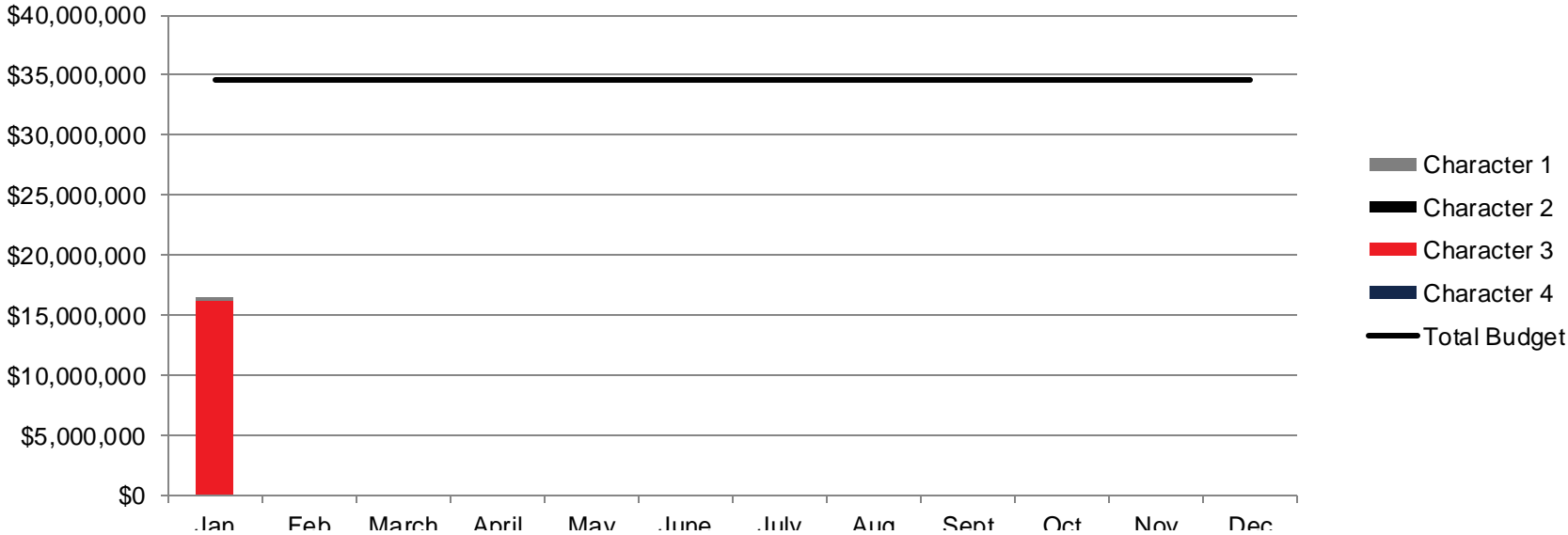
Customer Satisfaction Score
2022 vs. 2023



Financial Management

2023 ISA YTD Expenses by Character

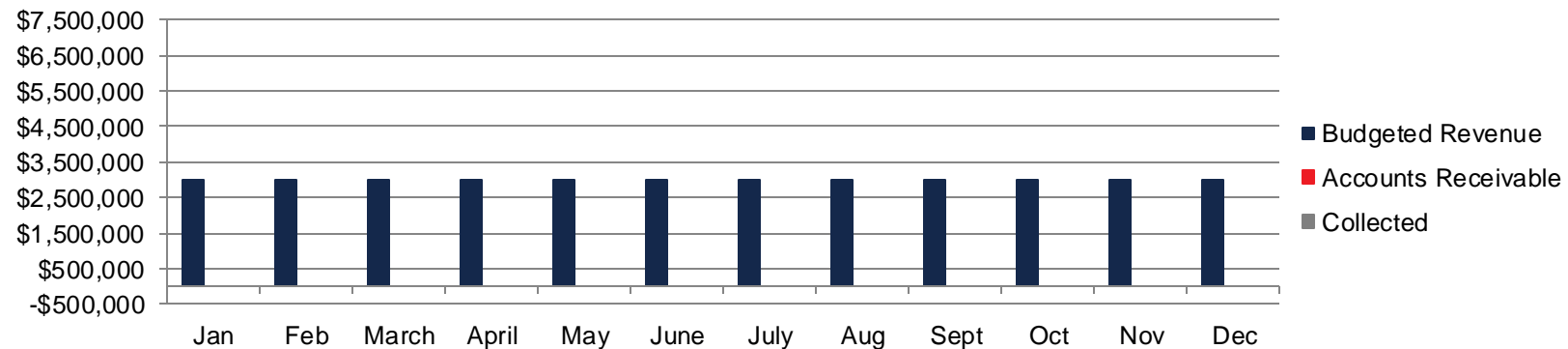
Character	2023 Budget	YTD Spend	Encumbered	Total \$	Total %	Remaining Budget
Character 1: Personnel	\$4,373,320	\$318,335	\$0	\$318,335	7.28%	\$4,054,984
Character 2: Supplies	\$92,305	\$1,339	\$2,597	\$3,935	4.26%	\$88,370
Character 3: Services	\$29,978,368	\$1,846,309	\$17,290,570	\$19,136,879	63.84%	\$10,841,489
Character 4: Capital	\$170,000	\$0	\$3,381	\$3,381	1.99%	\$166,619
Total	\$34,613,992	\$2,165,983	\$17,296,548	\$19,462,531	56.23%	\$15,151,461



Financial Management

2023 ISA YTD Revenue by Source

Revenue Source	Budget	Billed	% Billed	Collected	% Collected
Internal Chargeback	\$35,312,261	\$0	0%	\$0	#DIV/0!
External Chargeback	\$550,450	\$0	0%	\$0	#DIV/0!
Miscellaneous	\$0	\$0	N/A	\$0	N/A
Total	\$35,862,711	\$0		\$0	





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Resolution 23-04

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Expenditure with Microsoft Corporation

WHEREAS, Section 281-212(a)(3) of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Information Technology Board (“IT Board”) to review, approve and administer major information technology contracts; and

WHEREAS, the Information Services Agency (“ISA”) recommends contracting with Microsoft Corporation (“Microsoft”) for additional Microsoft Unified support in an amount not to exceed Two Hundred Eighty-Six Thousand, Two Hundred Fifty Dollars and Forty Cents (\$286,250.40) for one (1) year.

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the Chief Information Officer to execute all reasonable and necessary documents on behalf of ISA with Microsoft for additional Microsoft Unified support in an amount not to exceed Two Hundred Eighty-Six Thousand, Two Hundred Fifty Dollars and Forty Cents (\$286,250.40) for one (1) year.

Joseph O’Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

February 28, 2023

Resolution 23-05

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Hiring Mr. Collin Hill as Chief Information Officer of the Information Services Agency and Authorize Signature Authority to Approve Information Technology Contracts

WHEREAS, Section 281-212(a)(10) of the Revised Code of the Consolidated City of Indianapolis and Marion County ("Revised Code") empowers the Information Technology Board ("IT Board") to employ a Chief Information Officer ("CIO"); and

WHEREAS, the IT Board has received applications and interviewed candidates to fill the position of CIO; and

WHEREAS, the IT Board has interviewed Mr. Collin Hill and reviewed his/her/their qualifications; and

WHEREAS, the IT Board finds Mr. Collin Hill to be well qualified for the position of CIO; and

WHEREAS, Section 281-212(a)(3) of the Code empowers the IT Board to review, approve and administer major information technology contracts; and

WHEREAS, the IT Board's written approval is necessary before any subject agency executes a contract for IT goods or services pursuant to Section 281-223 of the Code; and

WHEREAS, the IT Board is authorized by Section 281-212(a)(14) of the Code to delegate any of its functions to the CIO.

NOW THEREFORE BE IT RESOLVED, the IT Board appoints Mr. Collin Hill as the CIO of the Information Services Agency; and

BE IT FURTHER RESOLVED, the IT Board authorizes the CIO to approve IT contracts executed by ISA or subject agencies with a total not to exceed amount under Two Hundred Fifty Thousand Dollars (\$250,000.00), without Board approval; and

BE IT FURTHER RESOLVED, the IT Board grants the CIO all authority previously granted to any previous CIO or Interim CIO.

Joseph O'Connor, Chairman
Information Technology Board

Ken Clark, Secretary
Information Technology Board

February 28, 2023



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ISA Network Testing Update

February 28, 2023

Timeline

Dec. 15 to
16
Fiber Cut &
Services
Restored

Jan. 5
Documentation
of fiber path to
Henry St.

Jan. 24
ISA Fiber
Report

Dec. 19
Setup
Domain
Controller
at Lifeline
Eastgate

Jan. 12
Restored
redundancy

Simulation of
Dec 15
outage

Feb. 20
Redundancy
and
Resilience
Testing



Goals

- Test Fiber Ring Redundancy
 - Can we access Applications and Services in our Data Centers and Online if there is a fiber ring break along a redundant path?
- Test Fiber Ring Resiliency
 - Is the network able to quickly recover from a fiber ring break along a redundant path?
- Additional testing
 - Validate Domain Controller at Lifeline functions as expected.
 - Simulate a fiber break in another redundant section fiber.
 - Validate network connectivity when in-line network monitoring appliances come offline.
- Storage Modernization preparation and Fiber patch cable cleanup
 - Re-stack network equipment in preparation for tasks related to Storage Modernization project.
 - Right-size longer fiber patch cables.



Summary of Results

1. Maintained access to Applications and Services at the State Data Center, Purdue Data Center, Lifeline Eastgate and Online.
2. Network recovered and reconverged within expected timeframes.
3. Monitoring notifications produced alerts.
4. Domain Controller at Lifeline Eastgate functioned as expected.
 - Identified and rectified additional settings needed on VPN Servers.
5. Maintained connectivity between State Data Center and Henry St. Data Center.
6. Maintained connectivity when in-line network monitoring appliances came offline.
7. Observed some network traffic paths were not aligned to expectations.



Future Actions

- Washington Street and Illinois Street permanent conduit placement - TBD
- Perform follow up Fiber, Network and Application testing
 - Labor Day – Next testing date
 - Targeting every 6 months for testing cadence
- Continue to build out infrastructure redundancy outside of State Data Center (IOT)
- Continue to document City-County fiber infrastructure
- Replace some fiber panels and right-size fiber patch cables



ISA Network Testing Update

Questions?





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ISA CONTRACT REPORT <\$250,000
2023

Date	Approved	Dept.	Description	Annual \$ Amount	Total \$ Amount	MBE/WBE	Notes
2/2/2023	ISA		Netmotion Licenses - Mobile Connectivity		\$134,839.00	No	Software/Maintenance
1/24/2023	IMPD		Audio/Visual Infrastructure for Community and Training Rooms		\$81,935.00	No	Installation and Removal Services