

Information Technology Board Meeting



January 28, 2025

Meeting Details:

Date: January 28, 2025

Time: 9:30 AM

Location: City County Building, Room 260

Chairman: Joseph O'Connor

CIO: Collin Hill

Roll Call:

1. **Chairman O'Connor**

IT Board Business:

2. **Approval of the November 19, 2024, Meeting Minutes:** Chairman O'Connor

Status Updates:

3. **ISA Board Report:** Collin Hill, CIO, ISA
4. **ISA Year-End Financial Report:** Kai Davis, CFO, ISA
5. **ISA OMWBD - XBE Spend Quarterly Report:** Kai Davis, CFO, ISA
6. **Government Access TV (Channel 16) Annual Production Report** – Ken Montgomery, Channel 16

Action Items:

7. **Resolution 25-01: NBJ Security dba Security 101** – Phil Trbovic, Chief Audit and Tech Officer, Department of Parks and Recreation
8. **Resolution 25-02: BerkOne Professional Services** – Kate Kotan, Chief Digital Officer, ISA
9. **Resolution 25-03: IT Standards: Records Digitization and Archiving** – Kate Kotan, Chief Digital Officer, ISA, and Jordan Ryan, City-County Archivist, OFM
10. **Resolution 25-04: Enhanced Access Review Committee Member Reappointments** - Jim Jarvis, Deputy Director, IT Strategy, ISA
11. **Resolution 25-05: Information Technology Cybersecurity Committee Member Reappointments** – Jim Jarvis, Deputy Director, IT Strategy, ISA

Discussion Items:

12. **ISA Annual Survey Report** – Collin Hill, CIO, ISA
13. **Advancing AI at the City-County** – Kate Kotan, Chief Digital Officer, ISA

The next scheduled Information Technology Board meeting will be held February 25, 2025, at 9:30 a.m. in Room 260 of the City-County Building, 200 East Washington Street.

Roll Call:
IT Board Members Present

Joseph O'Connor	Marion County Assessor	Chairman
Michael "Mickey" Rogers	Marion County Deputy Treasurer	Voting Member (Proxy)
Kate Sweeney Bell	Marion County Clerk	Voting Member
Chief Valerie Cunningham	Indianapolis Metropolitan Police Department	Voting Member
Terry Morris	Mayoral Appointee (Council)	Voting Member
Judge Marc Rothenberg	Marion Superior Court	Voting Member

Also Present

Collin Hill	Information Services Agency	Chief Information Officer
Ethan Hudson	Office of Corporation Counsel	Legal Counsel
Chief Kevin Wethington	Indianapolis Metropolitan Police Department	Deputy Chief
Candace Harris	Metropolitan Emergency Services Agency (MESA)	Chief Financial Officer
Chief Tom Sellas	Metropolitan Emergency Services Agency (MESA)	Chief of MESA
Kinley Weber	Marion County Sheriff's Office	Director of Information Services
Amitav Thamba	Marion Superior Court	Chief Technology Officer
Nicole Heatly-Holmes	Information Services Agency	Chief Information Security Officer
Jim Jarvis	Information Services Agency	Deputy Director, IT Strategy
Kate Kotan	Information Services Agency	Application Services Manager
David Williams	Information Services Agency	United Communications Manager

IT Board Business:
Approval of the October 29, 2024, Meeting Minutes:

Michael (Mickey) Rogers made a motion to approve the October 29, 2024, IT Board minutes. The motion was seconded by Kate Sweeney Bell. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

Status Updates:

ISA CIO Collin Hill presented the November 19, 2024, ISA Report.

Chief Financial Officer Kai Davis presented ISA's 3rd Quarter Financial Report.

All reports and materials for this meeting are available for viewing in the November 19, 2024, Board Packet online at indy.gov/activity/information-technology-board.

Action Items:

Resolution 24-63: Flock Group, Inc. – Deputy Chief Kevin Wethington, IMPD

The Indianapolis Metropolitan Police Department ("IMPD") sought approval from the IT Board to contract with Flock Group, Inc., for continued use of a situational awareness solution to create, view, search and archive footage on devices provided by IMPD, participating businesses and Flock Group for a total amount not to exceed Six Million Dollars and Zero Cents (\$6,000,000.00) for four (4) years.

Terry Morris made a motion to approve Resolution 24-63. The motion was seconded by Kate Sweeney Bell and the motion passed unanimously.

Resolution 24-64: CDW-Government – Candace Harris, Chief Financial Officer and Chief Tom Sellas, MESA

The Metropolitan Emergency Services Agency ("MESA") sought approval from the IT Board to contract with CDW-Government, LLC, ("CDW") for technology communication services, including the design, installation, maintenance support services and networking components to replace the video wallboard display at the Marion County Emergency Operations Center ("EOC") for a total amount not to exceed Nine Hundred Thousand Dollars and Zero Cents (\$900,000.00) for five (5) years.

Kate Sweeney Bell made a motion to approve Resolution 24-64, and the motion was seconded by Judge Marc Rothenberg. The motion passed unanimously.

Resolution 24-65: New Era Technology – Kinley Weber, Chief Technology Officer, Marion County Sheriff's Office

The Marion County Sheriff's Office ("MCSO") sought approval from the IT Board to contract with New Era Technology ("New Era") for technical support and on-site services for audiovisual systems and Vitex licensing support for the IP-TV system for a total amount not to exceed Three Hundred Seventy-Six Thousand, One Hundred Ninety-Five Dollars and Zero Cents (\$376,195.00) for five (5) years.

Terry Morris made a motion to approve Resolution 24-65. It was seconded by Kate Sweeney Bell and the motion passed unanimously.

Resolution 24-66: BizStream – Amitav Thamba, Chief Technology Officer, Marion Superior Court

The Marion Superior Courts ("MSC") sought approval from the IT Board to amend its agreement with BizStream, Inc., ("BizStream") and raise the not to exceed amount by Five Hundred Sixty-Five Thousand Dollars and Zero Cents for a revised total amount not to exceed One Million, Four Hundred Eighty-One Thousand, Seven Hundred Sixty-Three Dollars and Zero Cents (\$1,481,763.00) for software and services, additional scope items and future enhancements through December 31, 2028.

Terry Morris made a motion to approve Resolution 24-66, and the motion was seconded by Michael "Mickey" Rogers. The motion passed unanimously.

Resolution 24-67: MTS IntegraTRAK – David Williams, Unified Communications Manager, ISA

The Information Services Agency (“ISA”) sought approval from the IT Board for to amend its agreement with MTS IntegraTRAK (“MTS”) and raise the not to exceed amount by Fifty Thousand Dollars and Zero Cents (\$50,000.00) for a revised total amount not to exceed Two Hundred Sixty-Nine Thousand, Twelve Dollars and Forty Cents (\$269,012.40) for telecommunications licenses, services and support for one (1) year.

Ms. Kate Sweeney Bell made a motion to approve Resolution 24-67, and the motion was seconded by Terry Morris. The motion passed unanimously.

Resolution 24-68: ISA Access Control Policy - Nicole Heatly-Holmes, Chief Information Security Officer, ISA

The Information Services Agency (“ISA”) sought approval from the IT Board to approve an Access Control Policy with Remote Access to ensure access controls are implemented and in compliance with IT security policies, standards, and procedures within the City of Indianapolis-Marion County information technology environment. The policy also establishes authorized and secure methods for remote access (portals, direct application access, remote system control, tunneling) to City-County resources and services and ensures the confidentiality, integrity and availability of data and systems while mitigating the risks associated with remote access.

Chief Valerie Cunningham made a motion to approve Resolution 24-68. The motion was seconded by Michael “Mickey” Rogers and the motion passed unanimously.

Resolution 24-69: Judge Marc Rothenberg Recognition of Service – Chairman Joseph O’Connor, IT Board Chair

Chairman O’Connor acknowledged the service of Judge Marc Rothenberg to the Information Technology Board (“IT Board”) for the past three (3) years as a board member, citing his leadership, guidance and sense of commitment to the Information Services Agency. Judge Rothenberg was also recognized for his service as a in various judicial leadership roles, most recently as a Marion Superior Court Civil Division judge.

Michael “Mickey” Rogers made a motion to approve Resolution 24-69, and the motion was seconded by Kate Sweeney Bell. The motion passed unanimously.

Resolution 24-70: Terry Morris Recognition of Service – Joseph O’Connor, IT Board Chair

Chairman O’Connor acknowledged the service of Terry Morris to the Information Technology Board (“IT Board”) for the past two (2) years and five (5) months, alluding to his strategic business acumen and commitment to the initiatives of the Information Services Agency as an IT Board member. The IT Board sincerely acknowledges Terry Morris’ contribution and guidance to the IT Board and the Information Services Agency during his tenure.

Judge Marc Rothenberg made a motion to approve Resolution 24-70. The motion was seconded by Kate Sweeney Bell, and the motion passed unanimously.

Discussion Items:

None

Meeting Adjournment

Chairman O’Connor entertained a motion to adjourn. The motion was seconded by Judge Marc Rothenberg and the meeting was adjourned.

The next scheduled Information Technology Board meeting will be held on Tuesday, January 28, 2025, at 9:30 a.m. in City-County Building Room 260.



**INFORMATION
SERVICES AGENCY**
City of Indianapolis & Marion County

ISA IT Board Report

January 28, 2025

Enterprise Projects

Project	Phase	Target	Status
Windows 11 Upgrade	Executing	10/1/2025	
Webex Calling	Executing	6/31/25	
CCB Restack Phase II	Executing	1/30/25	
Storage Modernization (EMC Refresh)	Executing	TBD	
Enterprise GIS Upgrade	Executing	3/31/25	
CJIS Compliance	Executing	4/1/2025	
Advancing AI with the City-County	Executing	4/1/2025	



Capital Projects

Project	Phase
CJC: Youth Services Center	Executing
Solid Waste Garage	Planning
ACS Shelter	Planning
Grassy Creek Family Center	Implementation
IFD 32	Implementation
IFD 20	Design
Housing Hub	Planning



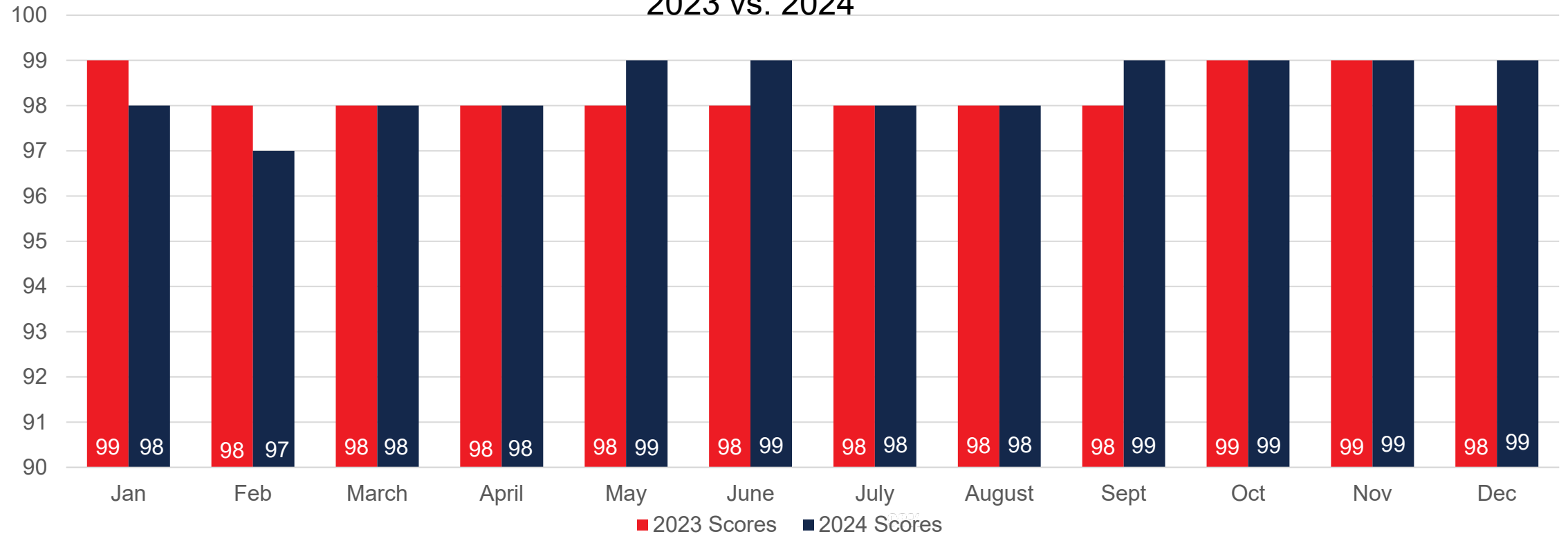
Vendor Service Level Agreements

Service Level Agreements		October 2024	November 2024	December 2024
Bell Techlogix	Number of SLAs	SLAs Achieved	SLAs Achieved	SLAs Achieved
Service Desk / Cross Functional	35	35	35	35
Workplace	13	13	13	13
Data Center / Network	28	28	28	28
Daniels Associates, Inc. (DAI)	Number of SLAs	SLAs Achieved	SLAs Achieved	SLAs Achieved
Service	23	23	23	23
Personnel	3	3	3	3



Customer Satisfaction

Customer Satisfaction Score
2023 vs. 2024





**INFORMATION
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City of Indianapolis & Marion County

2024 ISA Financial Report

Information Technology Board

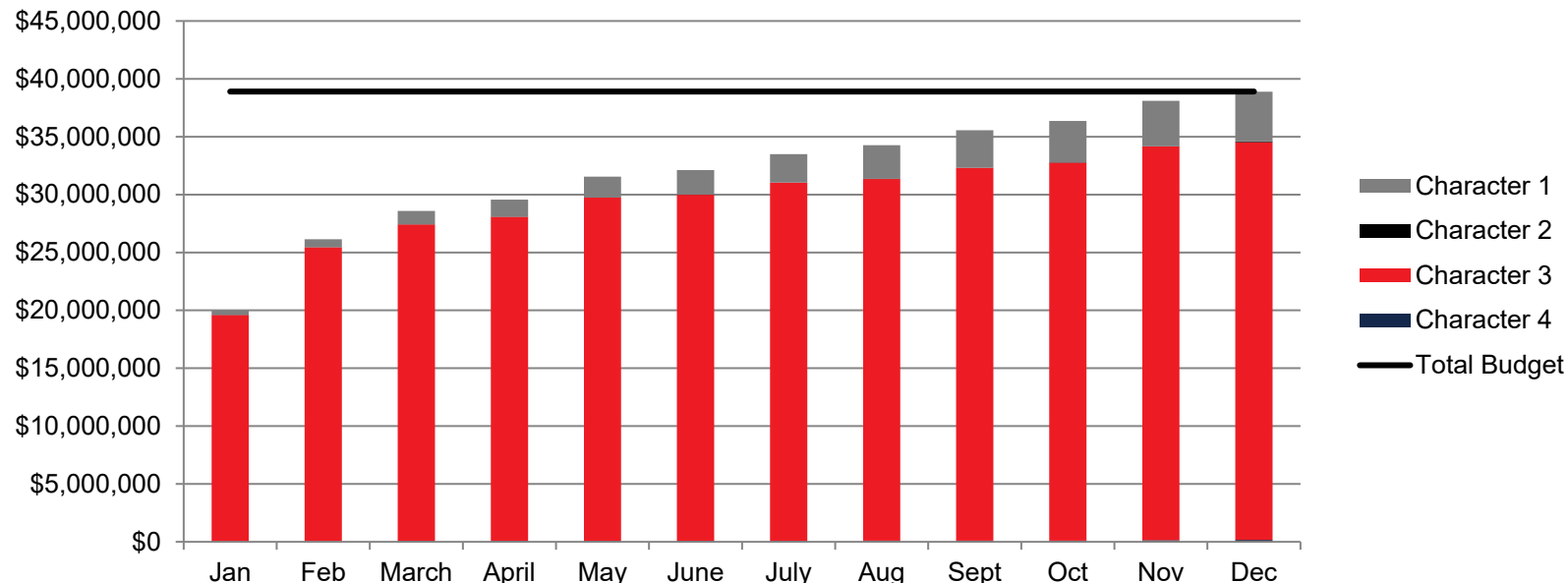
January 28, 2025

Kai Davis, Chief Financial Officer

Financial Management

2024 ISA YTD Expenses by Character

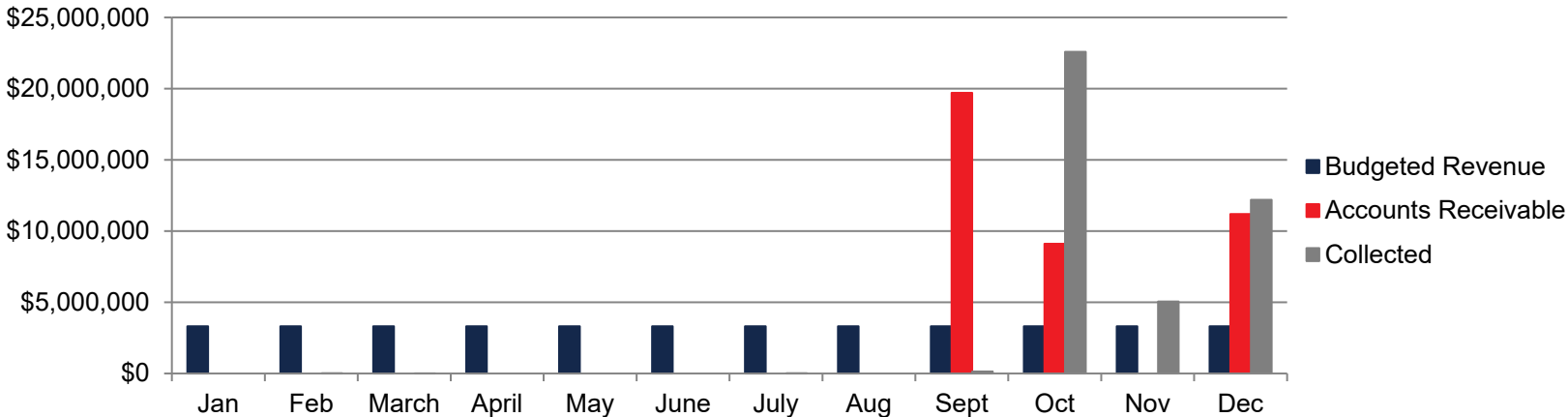
Character	2024 Budget	YTD Spend	Encumbered	Total \$	Total %	Remaining Budget
Character 1: Personnel	\$4,293,200	\$4,277,578	\$0	\$4,277,578	99.64%	\$15,622
Character 2: Supplies	\$92,460	\$23,069	\$69,123	\$92,191	99.71%	\$269
Character 3: Services	\$34,358,929	\$28,415,195	\$5,942,869	\$34,358,064	100.00%	\$865
Character 4: Capital	\$170,000	\$91,005	\$76,567	\$167,572	98.57%	\$2,428
Total	\$38,914,589	\$32,806,847	\$6,088,559	\$38,895,406	99.95%	\$19,183



Financial Management

2024 ISA YTD Revenue by Source

Revenue Source	Budget	Billed	% Billed	Collected	% Collected
Internal Chargeback	\$39,457,392	\$39,457,392	100%	\$39,806,609	101%
External Chargeback	\$293,620	\$547,791	187%	\$99,397	18%
Miscellaneous	\$0	\$0	N/A	\$102,241	N/A
Total	\$39,751,012	\$40,005,183		\$40,008,247	





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City of Indianapolis & Marion County

**2024 Minority, Women, Veteran &
Disabled-Owned Business Enterprises**

Information Technology Board

January 28, 2025

Kai Davis, Chief Financial Officer

Notes

Only MBE, WBE, VBE and DOBE vendors certified with the Office of Minority and Women Business Development (OMWBD) are counted towards XBE calculations. All MBE, WBE, VBE and DOBE's not certified with OMWBD are encouraged to obtain certification. Learn more at indy.gov/omwbd.

ISA thanks our core vendor-partners: Bell Techlogix and Daniels Associates, Inc., for their efforts in supporting this initiative.



MBE/WBE/VBE/DOBE Statistics for 4th Quarter

Total Char 2-3-4 Spending:	\$34,020,226.06
Eligible Char 2-3-4 Spending:	\$18,194,635.69
XBE Spending:	\$9,455,314.09
XBE % of Eligible Spending:	51.97% (Goal: 27%)

	# of Vendors	Total Spent	Percent	Goal	Variance
MBE	5	\$1,233,195.34	6.78%	15%	-8.22%
WBE	4	\$7,970,878.75	43.81%	8%	35.81%
VBE	1	\$217,787.00	1.20%	3%	-1.80%
DOBE	1	\$33,453.00	0.184%	1%	-0.816%





**INFORMATION
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City of Indianapolis & Marion County

**Government Access TV
Production Report
January 28, 2025**

Introductions

Channel 16 & Government TV2

Government Access Television

Ken Montgomery, TVSA Studio Manager

5 Studio Staff:

Timothy Barrett

Alan Dhayer

Nick Hess

Cassandra Shea

Bradley Sims



TVSA 2024 and Past Activity Summary

	2024	2023	2022	2021	2020	2019	2018	2017
Total Time, All Production	550:52:00	586:57:00	576:11:00	583:59:00	687:51:00	656:07:00	698:50:00	791:20:00
Avg. Monthly Production	45:55:00	48:55:00	48:00:00	48:40:00	57:19:00	54:33:00	58:23:00	65:56:00
# of Meetings Covered	406	405	401	408	392	408	446	450
Total Time of Meetings	453:09:00	451:25:00	506:16:00	477:25:00	531:50:00	480:24:00	526:44:00	559:00:00
# of Specials/Events	80	98	110	103	87	116	108	130
Total Time of Specials/Events	90:30:00	111:03	96:45:00	88:25:00	123:27:00	118:57:00	97:27	118:53:00
# of In-Kind Productions	75	60	56	115	93	62	85	108
Total Time of In-Kind Productions	9:06:00	24:29:00	14:22:00	18:09:00	30:34:00	50:46:00	62:54:00	96:57:00
In-Kind Total \$ Value	\$58,600	\$35,750	\$19,000	\$58,575	\$77,175	\$39,315	\$57,605	\$70,085





**INFORMATION
SERVICES AGENCY**

City of Indianapolis & Marion County

Resolution 25-01

INFORMATION TECHNOLOGY BOARD

Resolution to Approve Amendment with NBJ Security dba Security101 for the Indianapolis Department of Parks and Recreation using Omnia Partners Contract #4400008468

WHEREAS, Section 281-223 of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Marion County Information Technology Board (“IT Board”) to approve any information technology contracts funded by the City-County prior to contract execution; and

WHEREAS, on January 28, 2020, the IT Board approved Resolution 20-01, which requires IT Board approval of any information technology contracts greater than or equal to Two Hundred Fifty Thousand Dollars and Zero Cents (\$250,000.00) and authorizes the Chief Information Officer to approve information technology contracts less than Two Hundred Fifty Thousand Dollars and Zero Cents (\$250,000.00) without IT Board approval; and

WHEREAS, the Indianapolis Department of Parks and Recreation (“Indy Parks”) entered into an agreement with NBJ Security dba Security101 (“Security101”) on September 4, 2024, using Omnia Partners Contract #4400008468, for security monitoring equipment and related services; and

WHEREAS, Indy Parks seeks approval from the IT Board to amend the current contract to update and install additional security monitoring equipment and increase the number of Parks monitoring locations for a not to exceed amount of One Million, Five Hundred Thousand Dollars and Zero Cents (\$1,500,000.00); and

WHEREAS, the Information Services Agency (“ISA”) recommends approval of the amendment with NBJ Security dba Security101; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes Indy Parks, subject to the ISA’s Chief Information Officer approval, to amend its agreement with NBJ Security dba Security101 for security monitoring equipment and additional Parks monitoring locations for an amount not to exceed One Million, Five Hundred Thousand Dollars and Zero Cents (\$1,500,000.00) through September 27, 2027.

Joseph O’Connor, Chairman
Information Technology Board

Barbara Lawrence, Secretary
Information Technology Board

January 28, 2025

Resolution 25-02

INFORMATION TECHNOLOGY BOARD

Resolution to Authorize Expenditure to BerkOne, Inc. for Professional Services

WHEREAS, Section 281-223 of the Revised Code of the Consolidated City of Indianapolis and Marion County empowers the Marion County Information Technology Board (“IT Board”) to approve any information technology contracts funded by the City-County prior to contract execution; and

WHEREAS, on January 28, 2020, the IT Board approved Resolution 20-01, which requires IT Board approval of any information technology contracts greater than or equal to Two Hundred Fifty Thousand Dollars and Zero Cents (\$250,000.00) and authorizes the Chief Information Officer to approve information technology contracts less than Two Hundred Fifty Thousand Dollars and Zero Cents (\$250,000.00) without IT Board approval; and

WHEREAS, the Information Services Agency (“ISA”) currently contracts with BerkOne, Inc. (“BerkOne”) for professional services; and

WHEREAS, the ISA recommends the approval of an additional expenditure with BerkOne for professional services in an amount not to exceed One Million Dollars and Zero Cents (\$1,000,000.00) for a revised total amount not to exceed Two Million, Six Hundred Forty Thousand Dollars and Zero Cents (\$2,640,000.00) for a one (1) year term; and

NOW THEREFORE BE IT RESOLVED, the IT Board authorizes the ISA’s Chief Information Officer to execute all reasonable and necessary documents on behalf of ISA with BerkOne, Inc., for professional services in an amount not to exceed One Million Dollars and Zero Cents (\$1,000,000.00) for a revised total amount not to exceed Two Million, Six Hundred Forty Thousand Dollars and Zero Cents (\$2,640,000.00) for a one-year term.

Joseph O’Connor, Chairman
Information Technology Board

Barbara Lawrence, Secretary
Information Technology Board

January 28, 2025

RESOLUTION 25-03

INFORMATION TECHNOLOGY BOARD

Resolution to Approve the Information Services Agency IT Standard: Records Digitization and Archiving

WHEREAS, the Information Technology Board ("IT Board") has the following powers and duties pursuant to Section 281-212 of the Revised Code of Indianapolis and Marion County:

- To establish and revise information technology guidelines, standards and benchmark processes for subject agencies and other users;
- To develop, maintain and communicate IT services policy and administrative procedures for users; and

WHEREAS, the Information Services Agency ("ISA") has drafted an IT Standard - Records Digitization and Archiving (attached) in order to consistently digitize and archive government records of the Consolidated City of Indianapolis and Marion County, and

NOW THEREFORE BE IT RESOLVED, that the IT Board approves the new attached IT Standard: Records Digitization and Archiving set forth by ISA to be effective January 28, 2025.

Joseph O'Connor, Chairman
Information Technology Board

Barbara Lawrence, Secretary
Information Technology Board

January 28, 2025

Information Services Agency
IT Standards: Records Digitization and
Archiving



Records Digitization and Archiving

Authority	3
Purpose	3
Scope	3
Standard	3
Standard Support	4
Related Policies and Standards	4
Standard Approval	5

Records Digitization and Archiving

Authority

The Information Technology Board (IT Board) has the following powers and duties pursuant to Section 281-212 of the Revised Code of Indianapolis and Marion County:

- To establish and revise information technology guidelines, standards and benchmark processes for subject agencies and other users; and
- To develop and oversee adherence to standards for security and confidentiality of all data, information, and telecommunication systems.

The City of Indianapolis-Marion County depends on the integrity and availability of information systems and is committed to protecting such. Resolution 18-7 was approved by the IT Board on March 27, 2018. The resolution sets forth an executive mandate to formalize the Enterprise Security Program (ESP). This document supports the ESP.

Purpose

The purpose of this document is to set expectations for the care of the City-County's local government records and guidance on their digitization and archiving.

Scope

This standard applies to local government records contained within the City-County enterprise. Local government records are defined under Indiana Code IC 5-15 and by the State Archives (IARA) as: Any writing, paper, report, study, map, photograph, card, tape recording, or other material that is created, received, retained, maintained, used, or filed by a public agency and which is generated on paper, paper substitutes, photographic media, chemically based media, electronically stored data, or any other material, regardless of form or characteristics. This includes websites, emails, data in databases, social media, metadata, and indexes.

Standard

Due to the exhaustive volume and scale of materials held within the City of Indianapolis and Marion County enterprise, all scanning and digitization requests within the enterprise must be coordinated with the City-County Archives and the Information Services Agency. Digital copies of the scans or access must be provided to the City-County Archives, along with any indexes, spreadsheets, finding aids, etc. for proper archiving. Third party vendors and volunteers may be used to digitize records, with City-County Archives and Information Services Agency approval.

All City-County departments, agencies and offices should adhere to Indiana Archives and Record Administration guidelines and standards. These can be found at the IARA website: www.in.gov/iara/.

Standard Support

The City-County Archives, established in October 2023 by the Office of Finance & Management, provides the following services to agencies:

- **Reference Services:** Reference, research, and collection location & identification services for the staff and for the public.
- **Retention Checks:** Review of the Indiana Archives & Record Administration's (IARA) local government retention schedules, communication with IARA staff, assistance with IARA forms, such as SF 44905, PR-1A, and PR-1B, assistance with Public Records Commission (PRC) work.
- **Accessioning & Archiving:** Acquiring & archiving local government collections of high research value and development of archival collections and corresponding finding aids.
- **Records Management Guidance:** Guidance on physical and digital organization, file naming conventions, storage, conservation, & accessibility issues.
- **Digitization Guidance:** Scanning best practices, file organizational and naming standards, quality control with vendors.
- **Disposition Guidance:** Disposition best practices, confidential records, and digital records guidance.
- **Basic Conservation:** Assistance with handling, cleaning, storage, etc. of artifacts, books & ledgers, digital items, paper, oversize, and visuals.
- **Engagement & Outreach:** Provide records management training presentations to departments, engagement with the public through public programming, media, and special projects.

The Information Services Agency maintains contracts with vendors for the digitization, archiving, and storing of records. ISA Business Services can guide City-County staff through the decision-making process.

Related Policies and Standards

IT Standards: [Data Classification](#)
[State Record Managers Handbook](#)

Disclaimer

This Standard is subject to change without notice. ISA will make every effort to communicate any changes to the Enterprise via email notification. A current and complete list of ISA policies are maintained on the ISA Intranet site at

https://indygov.sharepoint.com/ISA/policies_procedures/Pages/ISAPoliciesProcedures.aspx.

Standard Approval

Per Indianapolis Marion County Municipal Code Sec. 281-212.13, *the City of Indianapolis/Marion County IT Board has the power and authority to promulgate rules and regulations for the efficient administration of its policies and procedures for users.*

This policy has been reviewed and approved by the IT Board and will be enforced as of the effective date by the Chief Information Officer. It is the responsibility of all City-County IT users to always comply with this policy.

Policy Sign-off

Joseph O'Connor, IT Board Chair	Collin Hill, Chief Information Officer
Date	Date

RESOLUTION 25-04

INFORMATION TECHNOLOGY BOARD

Resolution to Reaffirm the Appointed Members of the Enhanced Access Review Committee

WHEREAS, Section 285-306 of Code of Consolidated City of Indianapolis/Marion County empowers the chairperson of the IT Board to appoint members to the Enhanced Access Review Committee (“Committee”) and requires the IT Board to approve such appointments; and

WHEREAS, the Code permits the IT Board to appoint an indefinite number of members to an indefinite term; and

WHEREAS, the Board wishes to continue the practice of appointing members who represent many offices and viewpoints within City-County government.

NOW, THEREFORE BE IT RESOLVED THAT the chairperson hereby reappoints, and the IT Board hereby approves, the following individuals as members of the Enhanced Access Review Committee, effective immediately:

Joseph O’Connor, Marion County Assessor
Myla Eldridge, Marion County Auditor
Nicole Heatly-Holmes, Information Services Agency
Faith Kimbrough, Marion County Recorder
Barbara Lawrence, Marion County Treasurer
Jordan Ryan, Office of Finance & Management – Controller’s Office
Kate Sweeney Bell, Marion County Clerk
Eva Flick, Department of Business & Neighborhood Services

The Board reappoints Nicole Heatly-Holmes as the chairperson of the Committee. All members shall serve until replaced or removed as a member by vote of the Board.

The Board further directs the Chief Information Officer to assign Information Services Agency staff to attend the monthly Committee meetings to advise the Committee on the Agency perspective on enhanced access issues.

Joseph O’Connor, Chairman
Information Technology Board

Barbara Lawrence, Secretary
Information Technology Board

January 28, 2025

Resolution 25-05

INFORMATION TECHNOLOGY BOARD

Resolution to Reaffirm Appointed Members of the Information Technology Cybersecurity Committee

WHEREAS, the Information Technology Board (“IT Board”) has the following powers and duties pursuant to Section 281-212 of the Revised Code of the City of Indianapolis and Marion County:

- To define at least five (5) functional classifications for representation of the various subject agencies on the IT team;
- To develop, maintain and communicate IT services policy and administrative procedures for users; and

WHEREAS, on June 27, 2017, the IT Board approved an IT Governance Policy in order to outline, per the Revised Code of Indianapolis and Marion County, the creation of an IT team and its membership agencies and departments to act as a conduit of information and an opportunity to receive IT policy and process recommendations from all IT stakeholders within the City-County; and

WHEREAS, on September 26 2023, the IT Board appointed members representing many offices and viewpoints within City-County government to assist in the development and revision of security standards in support of enterprise data governance and compliance; security-related IT Board policies and procedures; provide cyber security strategy direction; review IT security budgets; coordinate assistance for review of major IT security projects and opportunities; and other functions so delegated by the IT Board.

NOW THEREFORE BE IT RESOLVED, that the chairperson hereby reappoints, and the IT Board hereby approves, the following individuals as members of the Information Technology Cybersecurity Committee, effective immediately:

Patrick Becker, Marion County Election Board

Amitav Thamba, Marion Superior Courts

Kevin Wethington, Indianapolis Metropolitan Police Department

The Board reappoints Collin Hill as the chairperson of the Committee. All members shall serve until replaced or removed as a member by vote of the Board.

The Board further directs the Chief Information Officer to assign Information Services Agency staff to attend the monthly Committee meetings to advise the Committee on the Agency perspective on enterprise cybersecurity issues.

Joseph O'Connor, Chairman
Information Technology Board

Barbara Lawrence, Secretary
Information Technology Board

January 28, 2025



**INFORMATION
SERVICES AGENCY**

City of Indianapolis & Marion County

2024 Annual IT Survey Results

January 28, 2025

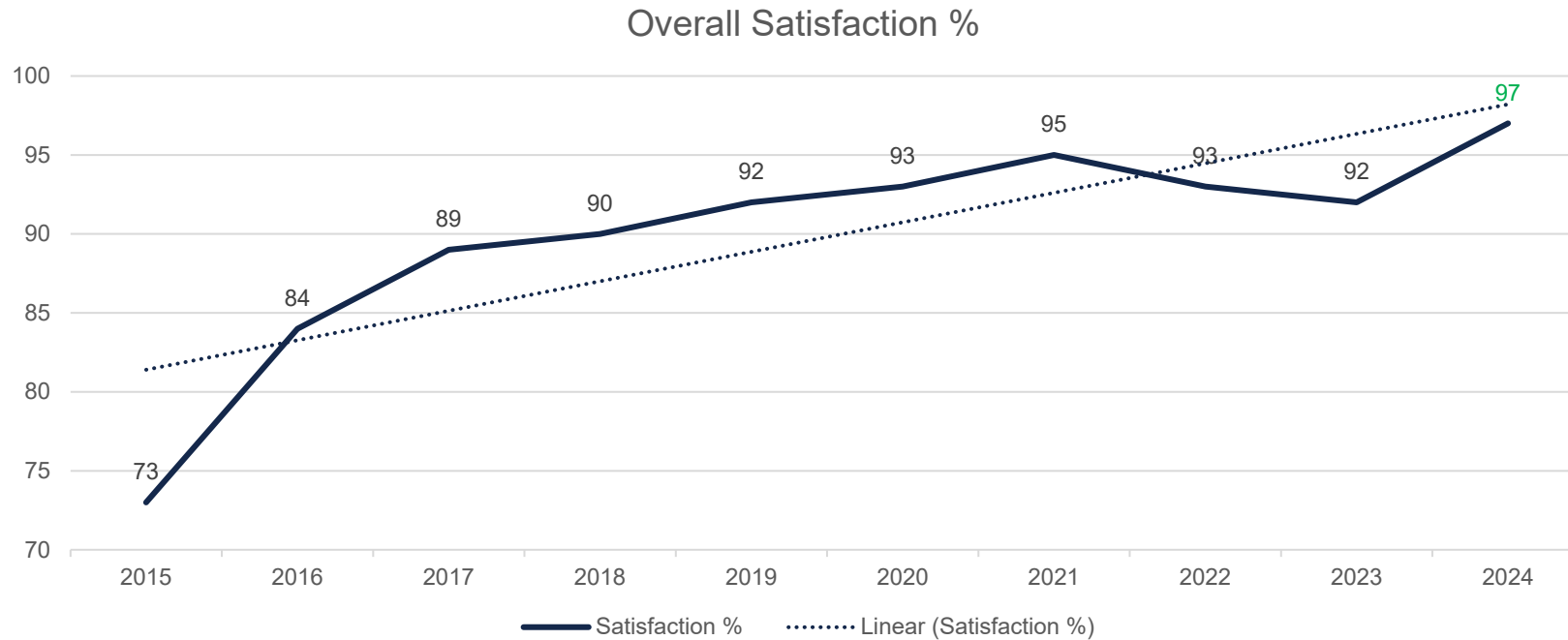
2024 Annual IT Survey

- Open from November 25 to December 31, 2024 (5 weeks + 2 days)
- 631 Total Responses (- 152 from 2023)

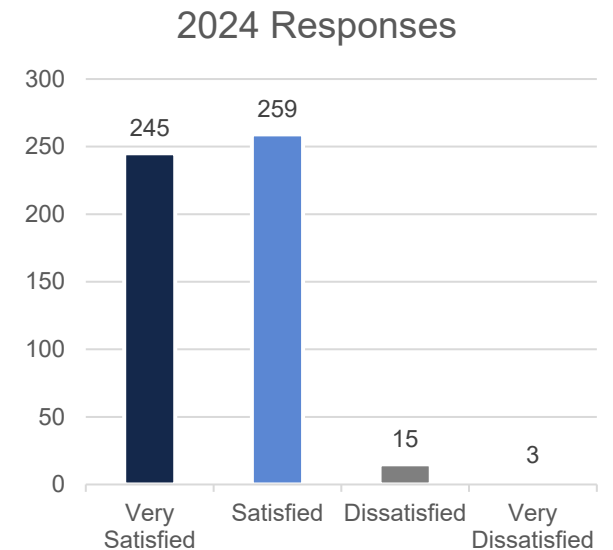
Answer Choices	Responses	
Management (Agency & Department Heads, Deputies and C-Level Leadership)	17.91%	113
Supervisors	15.69%	99
Staff Members	66.40%	419



Overall Satisfaction



In 2024, **97%** of the respondents are “Satisfied” or “Very Satisfied” with the services provided by ISA.





INFORMATION SERVICES AGENCY

City of Indianapolis & Marion County

Survey Questions and Results

2024 Annual IT Survey

Management Questions

	Strongly Agree	Agree	Disagree	Strongly Disagree	% Sat 2024	%Sat 2023	% Sat 2022	% Sat 2021	% Sat 2020	% Sat 2019	% Sat 2018	% Sat 2017	% Sat 2016	% Sat 2015
I am made aware of the strategic direction of ISA and its impact on my agency or department.	25%	56%	12%	7%	81%	65%	73%	69%	83%	80%	73%	77%	78%	47%
I have a voice in prioritizing what projects ISA focuses their efforts on.	18%	51%	21%	10%	69%	52%	66%	57%	78%	69%	54%	59%	61%	24%
The desktop/laptop refresh program is a great value for my agency or department.	32%	55%	8%	5%	88%	88%	85%	93%	86%	89%	84%	89%	79%	72%
The IT charge back process helps me understand the IT costs of my agency or department.	18%	67%	11%	5%	84%	71%	80%	81%	81%	81%	79%	68%	71%	38%
The IT charge back process allows for IT solutions in a fair and equitable manner for my agency or department.	23%	57%	15%	4%	81%	60%	80%	81%	75%	83%	73%	67%	64%	38%
The services provided by my Business Services Consultant (BSC) are essential to the operations of my agency or department.	37%	59%	4%	0%	96%	81%	90%	92%	97%	89%	87%	77%	84%	57%
ISA provides a good value for the services they provide.	30%	52%	13%	4%	82%	83%	86%	87%	86%	88%	77%	75%	78%	46%
ISA understands the needs of my agency or department.	21%	59%	12%	8%	80%	81%	84%	82%	89%	89%	79%	66%	73%	42%

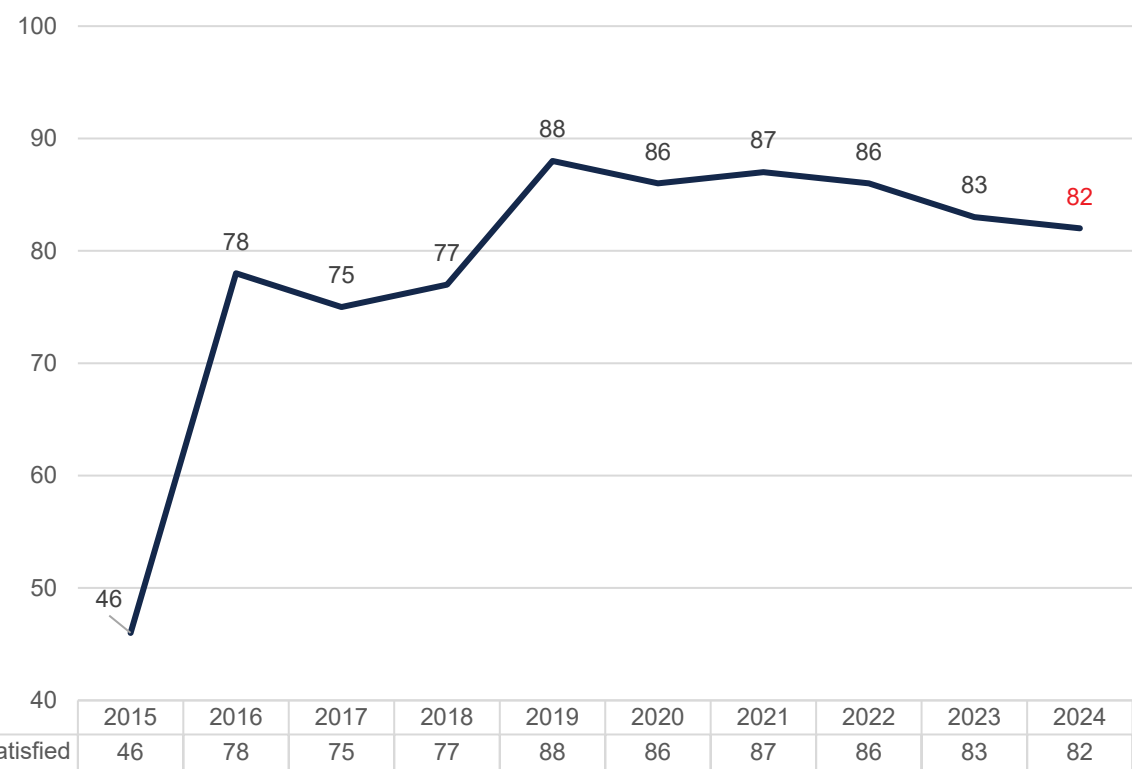
Response percentages may not add up to 100% due to rounding



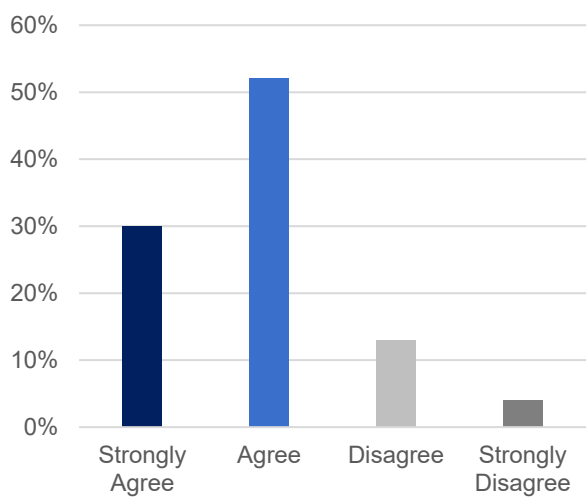
Management Questions

ISA provides a good value for the services it provides.

Percentage Satisfied



2024 Percentage Response



STRATEGIC NEXT STEPS

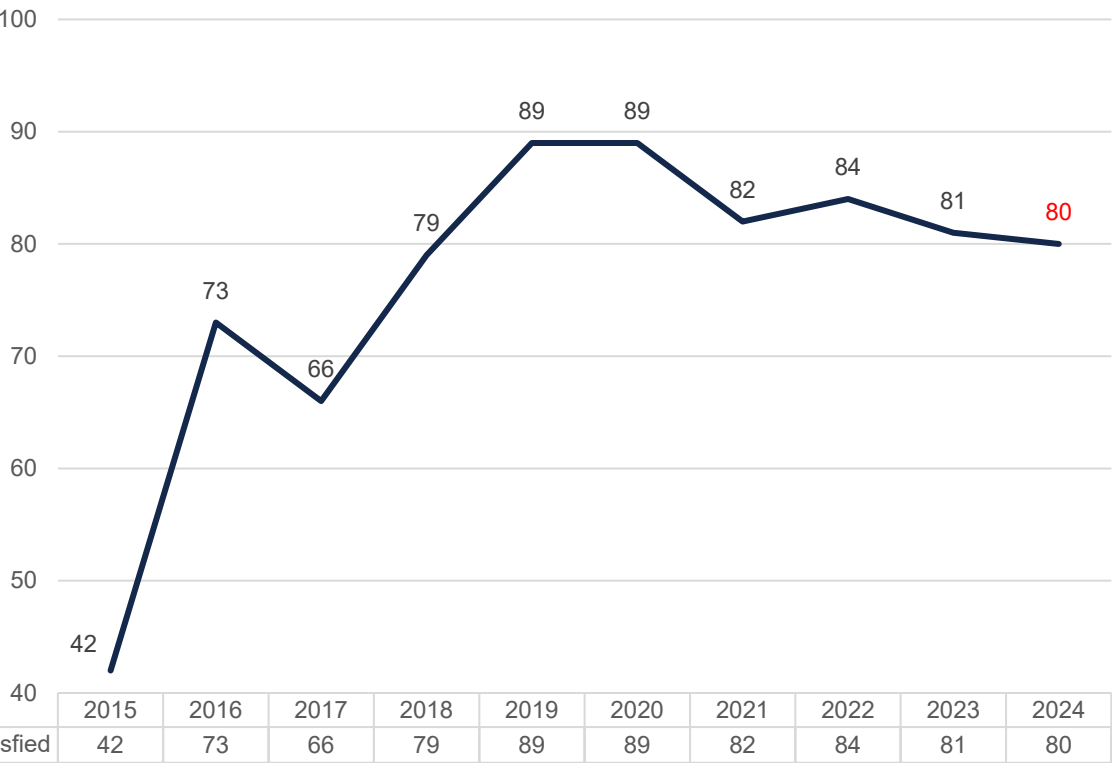
Chargeback Engagement and Improvements



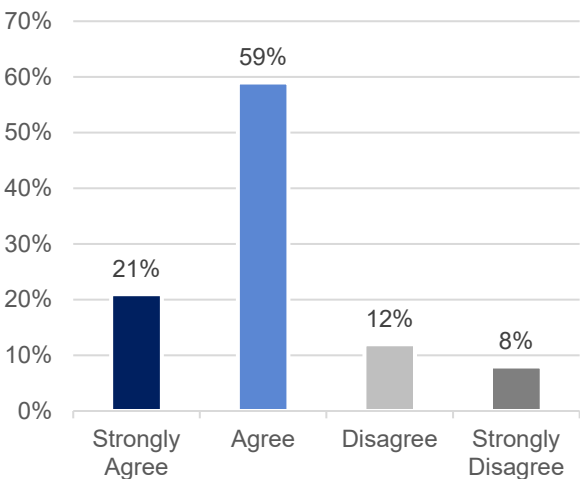
Management Questions

ISA understands the needs of my agency or department.

Percentage Satisfied



2024 Percentage Response



STRATEGIC NEXT STEPS

Improved engagement from Business Services



All Participant Questions

	Strongly Agree	Agree	Disagree	Strongly Disagree	% Sat 2024	% Sat 2023	% Sat 2022	% Sat 2021	% Sat 2020	% Sat 2019	% Sat 2018	% Sat 2017	% Sat 2016	% Sat 2015
ISA is organized in a way that makes it easy for me to get what I need.	36%	57%	5%	2%	93%	90%	89%	91%	89%	88%	87%	85%	81%	71%
The public-facing website meets the business needs of my agency or department	33%	55%	7%	4%	88%	87%	86%	87%	87%	86%	83%	82%	74%	73%
I am satisfied with the content, frequency and quality of enterprise communications sent by ISA.	38%	57%	3%	2%	95%	93%	94%	96%	94%	91%	93%	89%	88%	79%

Response percentages may not add up to 100% due to rounding



All Participant Questions

	Strongly Agree	Agree	Disagree	Strongly Disagree	%Sat 2024	% Sat 2023	% Sat 2022	% Sat 2021	% Sat 2020	% Sat 2019	% Sat 2018	% Sat 2017	% Sat 2016	% Sat 2015
When I call the ISA Service Desk (x3075 or 317-327-3075), I am satisfied with the service I receive.	55%	42%	2%	1%	97%	93%	96%	96%	94%	91%	91%	91%	89%	83%
When I email the ISA Service Desk (RequestIT@indy.gov), I am satisfied with the service I receive.	51%	45%	3%	1%	96%	94%	95%	95%	95%	90%	92%	91%	89%	80%
When I open a ticket using the ISA Service Desk Portal (RequestIT) I am satisfied with the service I receive.	52%	44%	3%	1%	96%	94%	94%	95%	93%	90%	90%	91%	88%	79%
When I contact the Service Desk using the Chat function (https://indy-service-now.com/sp), I am satisfied with the service I receive.	53%	44%	2%	1%	97%	94%	--	--	--	--	--	--	--	--
When I contact the ISA Service Desk outside of normal business hours, I am satisfied with the service I receive.	51%	46%	2%	1%	96%	94%	94%	95%	92%	89%	90%	88%	87%	78%
The technical knowledge of the ISA Service Desk staff is adequate for my needs.	49%	47%	2%	1%	95%	93%	94%	94%	92%	91%	89%	88%	86%	78%
The ISA Service Desk staff is able to understand my needs and solve my problem upon my first request (No Repeat Tickets).	46%	48%	4%	1%	94%	88%	90%	92%	86%	85%	85%	84%	80%	69%

Response percentages may not add up to 100% due to rounding



All Participant Questions

	Strongly Agree	Agree	Disagree	Strongly Disagree	% Sat 2024	% Sat 2023	% Sat 2022	% Sat 2021	% Sat 2020	% Sat 2019	% Sat 2018	% Sat 2017	% Sat 2016	% Sat 2015
The desktop/laptop provided by ISA meets the needs of my job functions.	43%	47%	7%	3%	90%	91%	90%	93%	90%	88%	86%	91%	89%	83%
Applications on my City/County device are well maintained and supported.	41%	51%	5%	2%	93%	91%	90%	92%	92%	86%	88%	91%	89%	80%
The network speed and performance is adequate to perform my job functions.	40%	49%	8%	3%	89%	85%	86%	88%	87%	84%	80%	91%	88%	79%
I have adequate file storage options for my job functions (H:Drive, S:Drive, OneDrive, SharePoint, Teams, etc.).	47%	50%	2%	1%	97%	94%	94%	95%	97%	96%	95%	88%	87%	78%

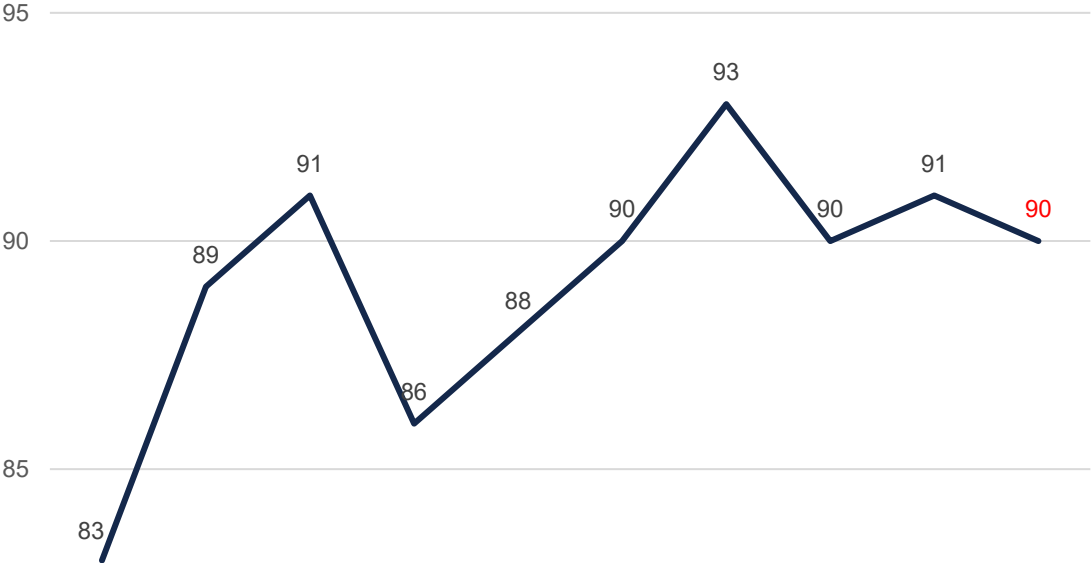
Response percentages may not add up to 100% due to rounding



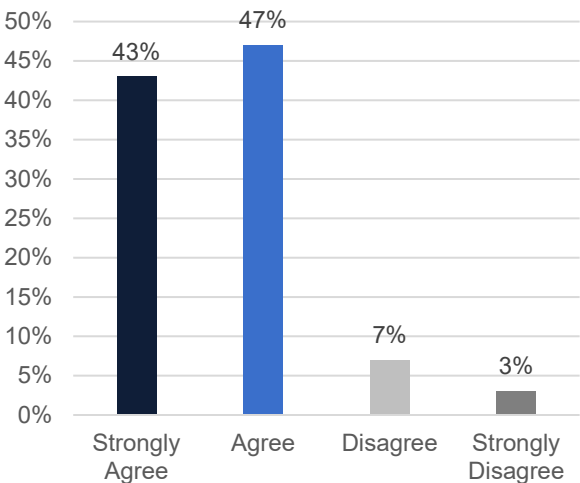
All Participant Questions

The desktop/laptop provided by ISA meets the needs of my job functions.

Percentage Satisfied



2024 Percentage Response



STRATEGIC NEXT STEPS

1. Chargeback Engagement and Improvements
2. Refresh Program Schedule and Transparency



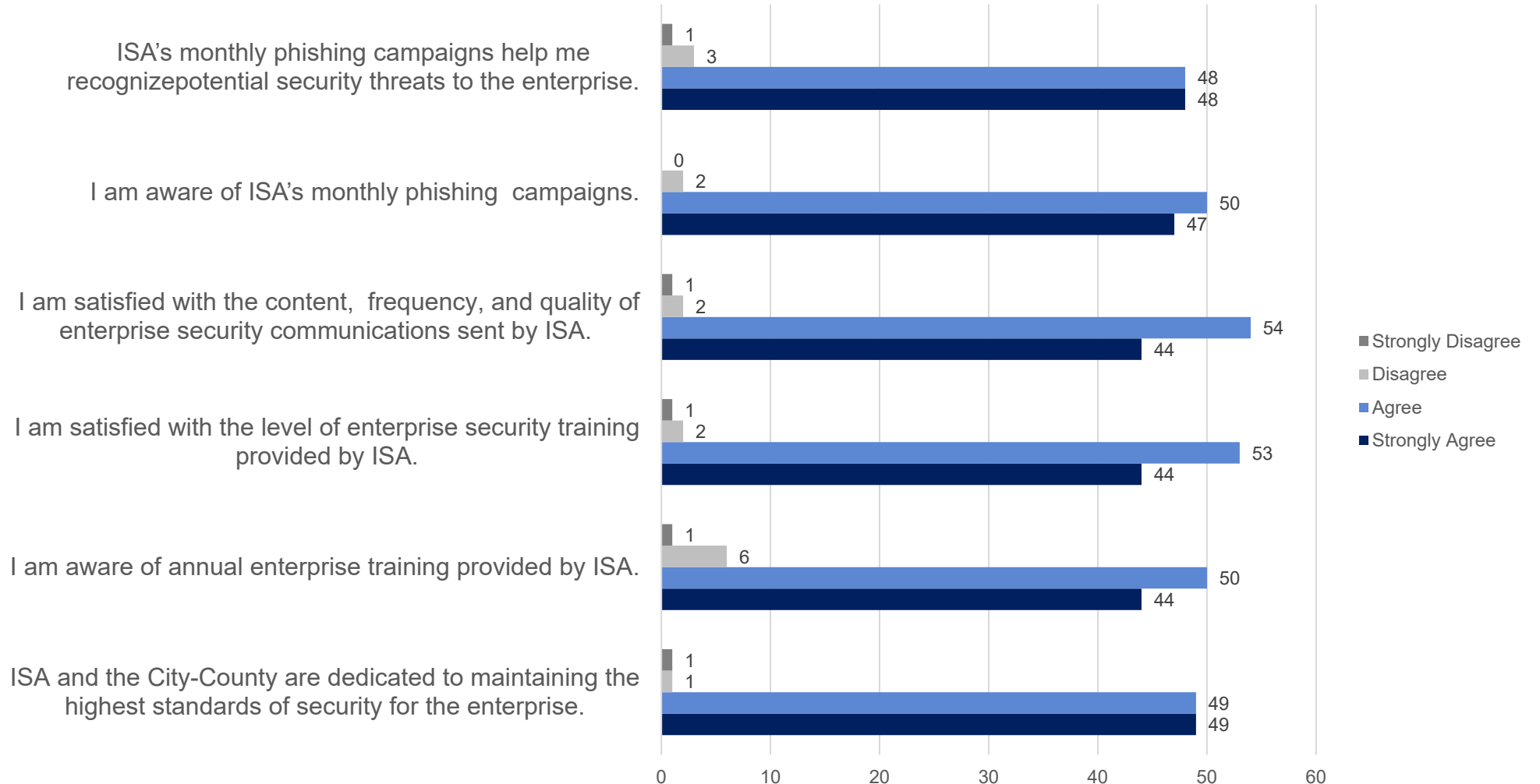
All Participant Questions

	Strongly Agree	Agree	Disagree	Strongly Disagree	% Sat 2024	% Sat 2023	% Sat 2022	% Sat 2021	% Sat 2020	% Sat 2019	% Sat 2018	% Sat 2017	% Sat 2016	% Sat 2015
When working away from my desk, the City/County Wi-Fi (not public) supports my job function.	38%	53%	7%	1%	91%	85%	88%	88%	90%	85%	76%	-	-	-
When working away from my desk, I can easily access my critical applications and documents.	38%	54%	7%	1%	92%	88%	90%	90%	86%	78%	74%	-	-	-
When working away from my desk, I can appropriately communicate with my team.	43%	54%	2%	1%	98%	94%	97%	96%	96%	93%	93%	-	-	-
When working away from my desk, Remote.indy.gov allows me to easily access necessary tools for my job function.	44%	48%	6%	1%	93%	89%	90%	91%	86%	82%	76%	78%	68%	72%
The provided public Wi-Fi is adequate for my visitor's needs.	36%	48%	10%	6%	85%	80%	81%	79%	83%	74%	70%	-	-	-



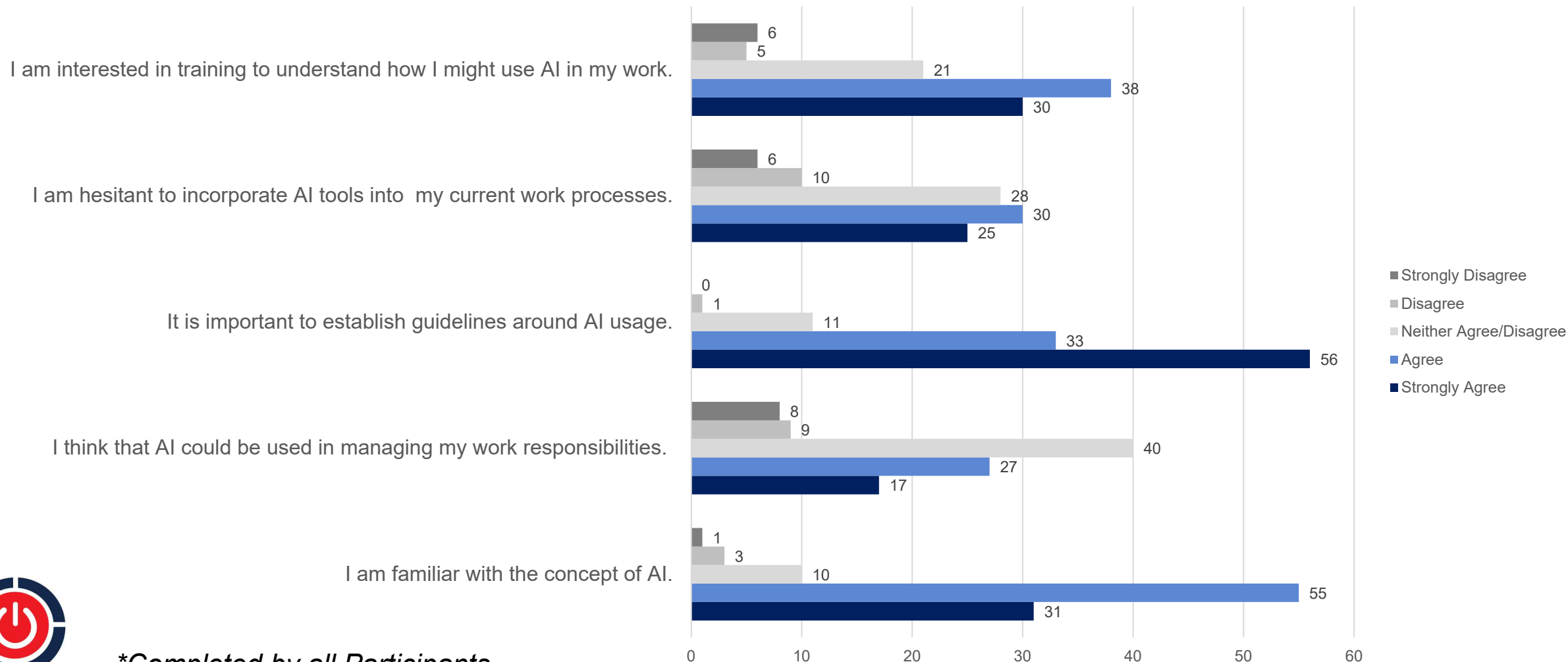
Response percentages may not add up to 100% due to rounding

Security Questions*



**Completed by all Participants*

Artificial Intelligence (AI) Questions*

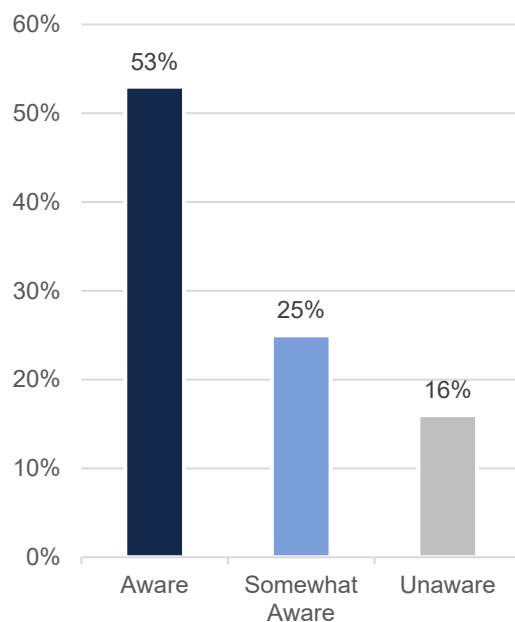


**Completed by all Participants*

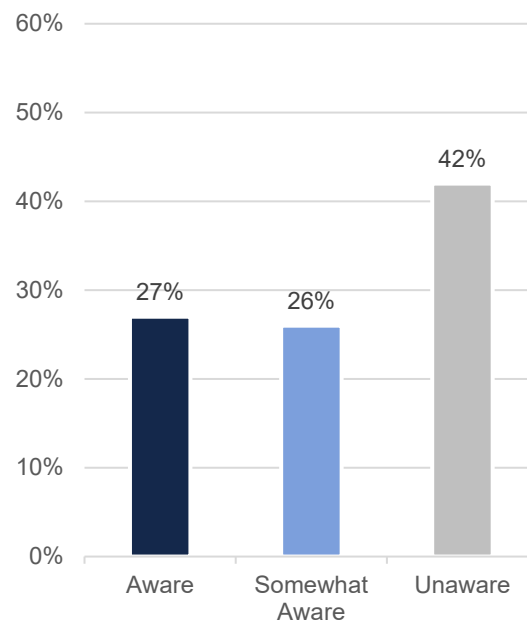


AI Awareness Questions*

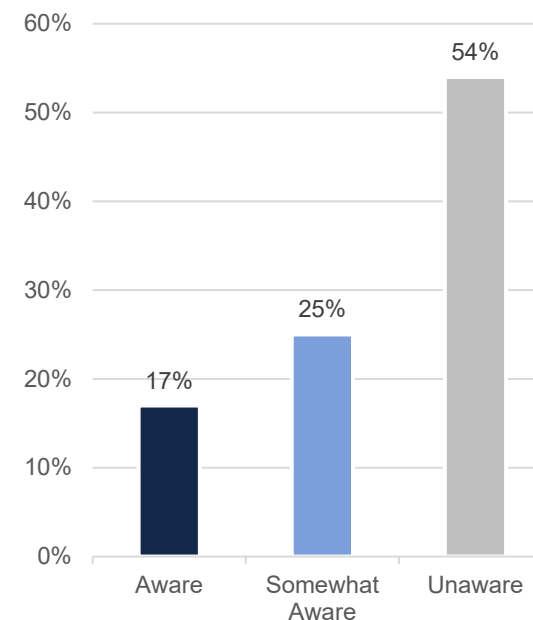
When using AI tools, are you aware that data may be collected and used to further help their AI tools learn and may be re-used in results to other AI tool users?



Are you aware of the different data classification levels and what data should or should not be used in an AI tool?



Are you aware of the City-County's AI Policy?



**Completed by all Participants*

AI Concerns*

Privacy/Security	77%
Potential for Fraud	60%
Bias/Inaccuracies	56%
Uncontrollability	48%
Elimination of Jobs	44%
Evolves Too Quickly	29%
Steep Learning Curve	18%
Other	11%



**Completed by all Participants*



**INFORMATION
SERVICES AGENCY**

Advancing AI in the City-County

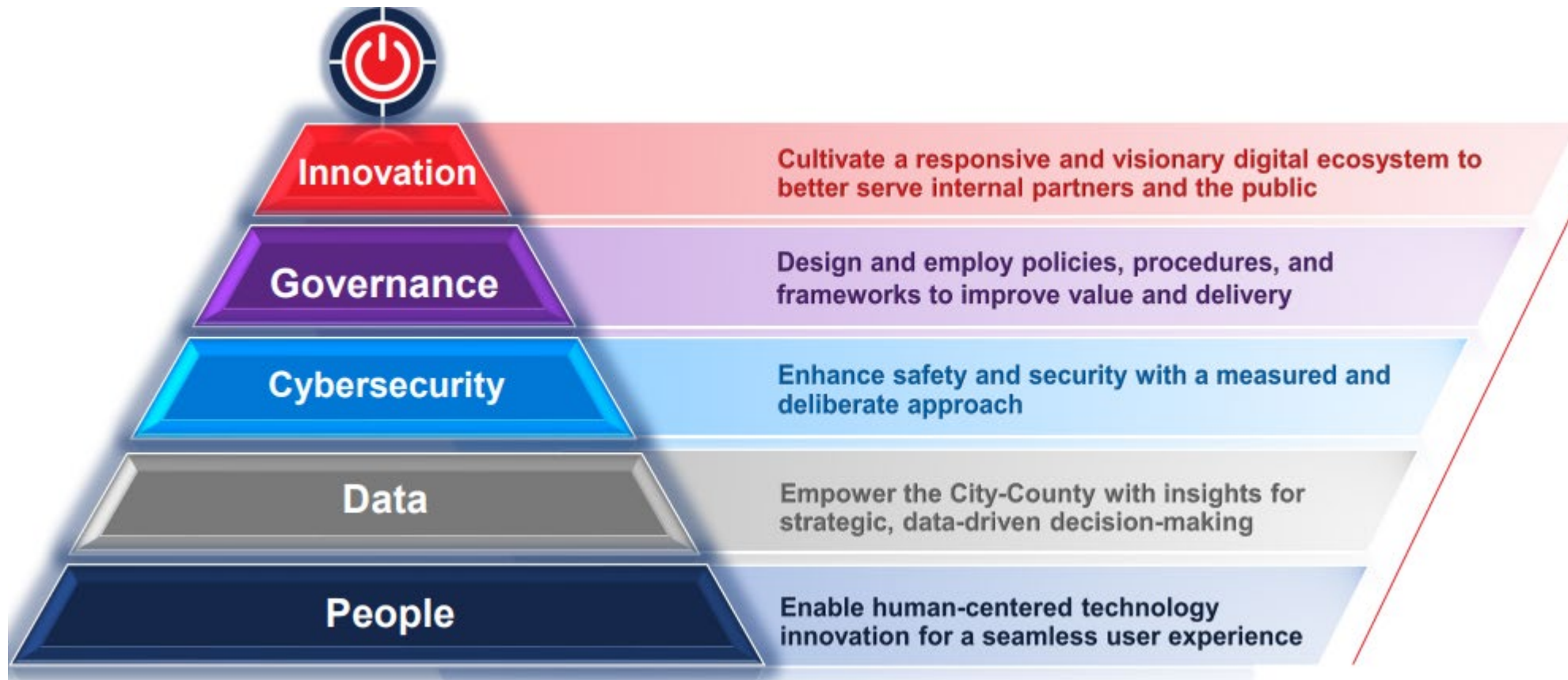
Aligning ISA with AI Commission's Recommendations

2024 AI Commission Recommendations

- AI Procurement Guidelines
- AI Use Case Prioritization
- Comprehensive AI Training Program
- Continuous Learning & Adaptation
- Data Classification Review
- Enhance Security Framework
- Establish Feedback Mechanisms
- Ethical AI Framework
- Increase AI-Related Staffing
- Launch Pilot Projects
- Legal Preparedness
- Partnership & Collaboration
- Policy Review and Update



ISA's 2024-2027 Strategic Priorities



AI Recommendations + ISA Strategic Priorities

INNOVATION

- Partnership & Collaboration
- Increase AI-Related Staffing
- AI Use Case Prioritization
- Launch Pilot Projects

GOVERNANCE

- Policy Review and Update
- Legal Preparedness
- Ethical AI Framework
- AI Procurement Guidelines

SECURITY

- Enhance Security Framework

DATA

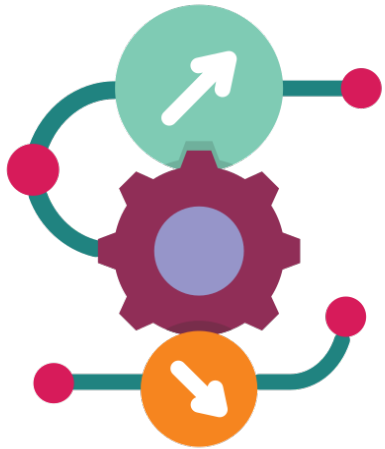
- Data Classification Review

PEOPLE

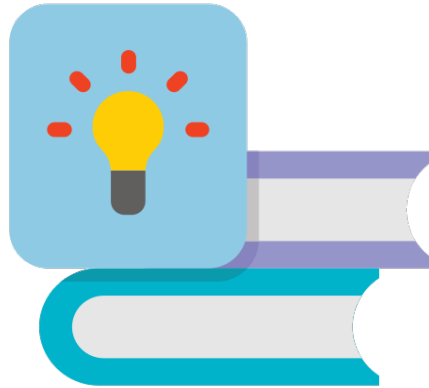
- Comprehensive AI Training Program
- Continuous Learning & Adaptation
- Establish Feedback Mechanisms



What's Next?



ESTABLISH

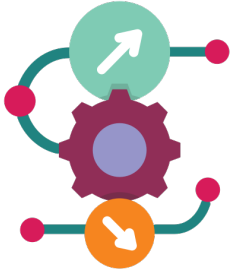


EDUCATE

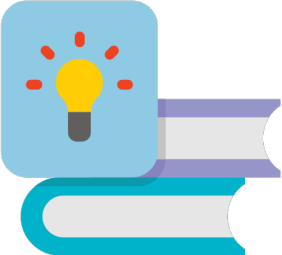


ENGAGE





ESTABLISH

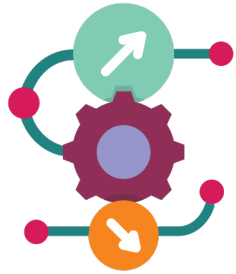


EDUCATE

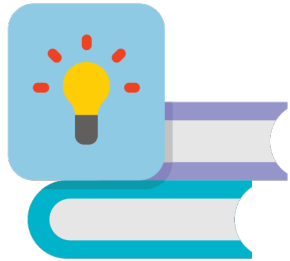


ENGAGE

Q1 2025		Q2 2025		Q3 2025		Q4 2025	
Appoint Chief Digital Officer		Hire Chief Data and Privacy Officer					
Develop AI Security Framework							
Update AI Policy to align with framework							
Establish enterprise data classification training							
Partner with leaders to deliver enterprise AI training							
Involve IT Functional Groups for Use Case Discovery							
Create an internal AI hub for City-County staff							
Host AI Open House Days		Launch pilot of GCC Copilot					
				Continuous engagement & learning with City-County staff			



ESTABLISH



EDUCATE



ENGAGE

Q1 2025

Q2 2025

Q3 2025

Q4 2025

Appoint Chief Digital Officer

Hire Chief Data and Privacy Officer

Develop AI Security Framework

Update AI Policy to align with framework

Establish enterprise data classification training

Partner with leaders to deliver enterprise AI training

Involve IT Functional Groups for Use Case Discovery

Create an internal AI hub for City-County staff

Host AI Open House Days

Launch pilot of GCC Copilot

Continuous engagement & learning with City-County staff



ABOUT INNOVATEUS

Our mission is to improve lives by enabling public service professionals to deliver more effective and equitable policies and services.



Partnership with InnovateUS will provide City of Indianapolis and Marion County staff with a bespoke website to access:

- All InnovateUS courses
- Weekly workshops
- AI resource library

Additionally, this partnership will connect ISA to an advisory council and strategic network of public sector AI professionals.





**INFORMATION
SERVICES AGENCY**

Thank you!

ISA CONTRACT REPORT <\$250,000
2024

Date	Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	MBE/WBE/VBE /DOBE	Notes
1/29/2024	ISA		Exsight Call Accounting	MTS Integra Trak Inc.		\$219,012.00	No	Software/Maintenance
1/17/2024	ISA		Staffing augmentation	Technical Youth LLC		\$125,000.00	No	IT Consulting
2/13/2024	DPW		Support and Maintenance of Fleet Services Database	Perpetual Technologies Inc		\$133,920.00	Yes - VBE	Maintenance and Support
2/14/2024	ISA		Biometric and identity management for to Law Enforcement Operations	Tech5 USA Inc.		\$64,075.00	No	Maintenance and Support
2/23/2024	ISA		Cloud Services for Website Calendar System	Brightly Software Inc.		\$167,755.00	No	Software/Maintenance
2/26/2024	ISA		Cloud Services	Oracle America Inc.		\$0.00	No	Master Agreement
3/7/2024	Forensic Services		STRmix Annual Upgrade	NicheVision Forensics LLC		\$78,747.00	No	Software/Maintenance
3/7/2024	IFD		Application management	Inqremental LLC	\$79,999.00	\$94,998.00	No	Software/Maintenance
3/8/2024	MCSO		Credit Investigation and Reporting	Talx Corporation		\$165,022.00	No	Universal Membership Agreement
4/8/2024	OFM		Oracle Enterprise Performance Management Cloud Remote Support	Innofin Solutions LLC		\$60,000.00	No	Maintenance and Support
4/16/2024	MCSO		X-ray machine Maintenance services	Leidos Security Detection and Automation Inc.		\$51,600.00	No	Maintenance and Support
4/15/2024	ISA		Tax Sale Platform	Govease Auction LLC		\$215,000.00	No	Software/Maintenance
5/17/2024	MCSO		Inmate Telephone Services	Global Tel Link Corporation		\$0.00	No	Outside Telephone Services
5/21/2024	OPHS		Datatelligent Data Analytics Subscription	Datatelligent LLC		\$88,000.00	No	Subscription Services (SaaS)
5/28/2024	MCSO		software application hosting services and support	Hoover Blanket Inc. DBA Main Street Computing		\$210,000.00	No	Software/Maintenance
5/29/2024	ISA		Mobility Premium Software Maintenance and Technical Support	AT&T Mobility		\$236,254.00	No	Software/Maintenance
6/6/2024	ISA		On call services	Accela, Inc.		\$200,000.00	No	Software Updating Services
6/10/2024	ISA		IDS Performane Coaching Executive Enrichment Program	Performance 3 LLC		\$9,000.00	No	Software/Maintenance
6/14/2024	DBNS		Time and Materials	Accela, Inc.		\$140,000.00	No	Support Services
7/2/2024	Marion Superior Courts		JURY+ Training System	Jury System Incorporated		\$65,927.00	No	Software/Maintenance
7/2/2024	OFM		Online Plan Room and Plan Supply Services	Repro Graphix Inc		\$0.00	Yes - WBE	Electronic Information and Mailing Services
7/15/2024	OEI		Salesforce Support Services	Crowe LLP		\$10,000.00	No	Support Services
7/18/2024	OEI		Host and Administer the Enroll Indy School Finder and Onematch Application	Enroll Indy Inc		\$150,000.00	No	Software, Maintenance, and Support
7/19/2024	MCSO		On-Call Services for Repairs and Parts	Astrophysics Inc		\$107,127.00	No	X-Ray Equipment Maintenance and Repair
7/22/2024	Clerk's Office		FileNet P8 System	Berkone Inc		\$137,484.00	No	Software/Maintenance
7/26/2024	ISA		Staffing augmentation	Technical Youth LLC		\$188,440.00	No	IT Consulting
7/29/2024	Forensic Services		Maintenance and support of equipment	Qiagen Inc	\$42,512.00	\$163,582.00	No	Maintenance and Support
7/29/2024	IFD		Fire Simulation Training Software	Equipment Simulations LLC		\$11,595.00	No	Software/Maintenance
7/29/2024	IMPD		Recruitment Website and Dashboard Development	Interview Now Inc		\$27,500.00	No	Subscription Services (SaaS)
7/30/2024	ISA		Warranty for NVERZION System	Computer Engineering Inc		\$13,194.00	No	Software/Maintenance
8/5/2024	OPHS		Door Access Control and Security Camera System Software	Tech Electronics of Indiana LLC		\$40,000.00	No	Software, Maintenance, and Support
8/8/2024	OFM		Rev Q software	Columbia Ultimate Business Systems LLC		\$29,000.00	No	Software/Maintenance
8/21/2024	DPR		Commission for Accreditation of Parks and Recreation Agencies (CAPRA)	PowerDMS Inc.		\$40,000.00	No	Software/Maintenance
8/21/2024	Assessors Office		CoStar Software Platform	Costar Realty Information Inc		\$119,593.04	No	Software/Maintenance
9/5/2024	MCSO		Various Software Licenses and Maintenance	Leads Online LLC		\$35,178.00	No	Software/Maintenance
9/6/2024	IFD		Fire Engineering Training Premium Platform and Maintenance	Clarion Events Inc.		\$113,125.00	No	Software/Maintenance
9/13/2024	ISA		E-learning and Interactive Online Training	Stormwind LLC		\$52,000.00	No	Computer Based Training
9/17/2024	ISA		Agenda Meetings Management Essential Premium	CivicPlus LLC		\$169,000.00	No	Software/Maintenance
10/18/2024	Human Resources		Software Services for Workplace Harrassment Reporting	HR Acuity LLC		\$151,874.00	No	Software/Maintenance