

# Information Technology Board Meeting



**July 22, 2025**

### Meeting Details:

**Date:** July 22, 2025

**Time:** 9:30 a.m.

**Location:** City County Building, Room 221

**Secretary:** Barbara Lawrence

**CIO:** Collin Hill

### Roll Call

1. **Barbara Lawrence, Secretary**

### IT Board Business:

2. **Approval of the June 24, 2025, Meeting Minutes:** Secretary Lawrence

### Status Updates:

3. **ISA Board Report:** Collin Hill, CIO, ISA
4. **ISA Financial Report:** Kai Davis, CFO, ISA

### Action Items:

7. **Resolution 25-19: Security Automation Systems** – Kinley Weber, Director of Information Technology, Marion County Sheriff's Office
8. **Resolution 25-20: Custom Control dba Precision Kiosk Technologies** – Amitav Thamba, Chief Technology Officer, Marion Superior Courts
9. **Resolution 25-21: Blue Crest** – Patrick Becker, Director of Elections, Marion County Election Board
10. **Resolution 25-22: UKG** – Kate Kotan, Chief Digital Officer, ISA
11. **Resolution 25-23: PeopleSoft Migration Services** – Kate Kotan, Chief Digital Officer, ISA
12. **Resolution 25-24: Generative AI (GenAI) Policy** – Kate Kotan, Chief Digital Officer, ISA

### Discussion Items:

The next scheduled Information Technology Board meeting will be held August 26, 2025, at 9:30 a.m. in Room 260 of the City-County Building, 200 East Washington Street.

<b>Information Technology Board Members</b>			
<b>Member Name</b>	<b>Role</b>	<b>Appointing Authority</b>	<b>Term*</b>
Joseph O'Connor	Chair	Marion County Assessor Ex-Officio	1/1/2011 - present
Barbara Lawrence	Secretary	Marion County Treasurer City-County Council	2/3/2025 – 12/31/2026
Deputy Chief Kevin Wethington	Member	Public Safety Mayor	4/15/2025 - present
Kate Sweeney Bell	Member	Marion County Clerk City-County Council	1/1/2025 – 12/31/2026
Sheriff Kerry Forestal	Member	Marion County Sheriff City-County Council	1/1/2023 – 12/31/2026
Abby Hanson	Member	Public Service Mayor	11/6/2024 – 12/31/2026
Jane Richardson	Member	External Sr. Manager Mayor	1/1/2025 – 12/31/2026
Judge Amy Jones	Member	Marion Superior Court Executive Council	1/1/2025 - present
Vacant	Member	External Sr. Manager City-County Council	

*\*Appointments last for the stated term and until a successor is appointed.*

**Roll Call:**

**IT Board Members Present**

<b>Joseph O'Connor</b>	Marion County Assessor	Chairman
<b>Mickey Rogers</b>	Marion County Deputy Treasurer - Operations	Voting Member (Proxy)
<b>Judge Amy Jones</b>	Marion Superior Court	Voting Member
<b>Kate Sweeney Bell</b>	Marion County Clerk	Voting Member
<b>Abby Hanson</b>	City Controller	Voting Member
<b>Jane Richardson</b>	Mayoral Appointee	Voting Member

**Also Present**

<b>Collin Hill</b>	Information Services Agency	Chief Information Officer
<b>Ethan Hudson</b>	Office of Corporation Counsel	Legal Counsel
<b>Abbey Brands</b>	Department of Business and Neighborhood Services	Director
<b>Joshua Englebright</b>	Department of Business and Neighborhood Services	Technology Services Administrator
<b>Joseph Brinkman</b>	Office of Public Health and Safety	Deputy Director and Legal Counsel
<b>Kate Kotan</b>	Information Services Agency	Chief Digital Officer
<b>Nicole Heatly-Holmes</b>	Information Services Agency	Chief Information Security Officer

**IT Board Business:**

**Approval of the February 25, 2025, Meeting Minutes:**

Kate Sweeney Bell made a motion to approve the February 25, 2025, IT Board meeting minutes. The motion was seconded by Abby Hanson. A voice vote was called, and all consented with an aye vote. Having recorded the votes, the motion passed unanimously.

**Approval of the March 25, 2025, Executive Session Minutes:**

Judge Amy Jones made a motion to approve the March 25, 2025, Executive Session 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 June 24, 2025, ISA Board Report.

ISA CIO Collin Hill presented the June 24, 2025, ISA Financial Report.

All reports and materials for this meeting are available online in the June 24, 2025, Board meeting at [indy.gov/activity/information-technology-board](http://indy.gov/activity/information-technology-board).

## Action Items:

**Resolution 25-13: DotMaps, Phase II (EARC)** – Abbey Brands, Director, and Joshua Englebright, Technology Administrator, Department of Business and Neighborhood Services

The Department of Business and Neighborhood Services (“DBNS”) sought approval from the IT Board to approve an expenditure from the Enhanced Access Review Fund in the amount of One Hundred Fifty Thousand Dollars and Zero Cents (\$150,000.00) to cover expenses related to Phase II of the DotMaps program, which will evolve current permitting data and workflows and improve public access to the Department of Business and Neighborhood Services (“DBNS”) data.

Kate Sweeney Bell made a motion to approve Resolution 25-13. The motion was seconded by Abby Hanson and the motion passed unanimously.

**Resolution 25-14: Qualifacts Systems, LLC** – Joseph Brinkman, Deputy Director, Office of Public Health and Safety

The Office of Public Health and Safety (“OPHS”) sought approval from the IT Board to amend its agreement with Qualifacts Systems (“Qualifacts”) to expand the scope of services, add additional funds, and extend the contract term to onboard and train OPHS’s Clinician-led Community Response Team, incorporating them into the Assessment and Intervention Center (“AIC”) Data Systems. The agreement would provide software for the AIC Data Systems in an amount not to exceed Three Hundred Thousand Dollars and Zero Cents (\$300,000.00) for five years.

Kate Sweeney Bell made a motion to approve Resolution 25-14, and the motion was seconded by Abby Hanson. The motion passed unanimously.

**Resolution 25-15: Vertiv** – Kate Kotan, Chief Digital Officer, ISA

The Information Services Agency (“ISA”) sought approval from the IT Board to amend its agreement with Vertiv and raise the not to exceed amount by Two Hundred Twenty-Four Thousand, Five Hundred Seven Dollars and Seven Cents (\$224,507.07) for a revised total amount not to exceed Five Hundred Thirty-Five Thousand, Seven Dollars and Sixty-Five Cents (\$535,007.65) for UPS maintenance.

Abby Hanson made a motion to approve Resolution 25-15. It was seconded by Jane Richardson. The motion passed unanimously.

**Resolution 25-16: PVD Net** – Kate Kotan, Chief Digital Officer, ISA

The Information Services Agency (“ISA”) sought approval from the IT Board to amend its contract with PVDNet, a property management software solution, for an additional amount not to exceed Five Hundred Sixty-Six Thousand, Two Hundred Ninety-Two Dollars and Fifty-Seven Cents (\$566,292.57) for a revised total amount not to exceed Five Million, Two Hundred Thirty-Two Thousand, Four Hundred Fifty-Seven Dollars and Sixty-Three Cents (\$5,232,457.63) for a one (1) year term.

Abby Hanson made a motion to approve Resolution 25-16, and the resolution was seconded by Jane Richardson. The motion passed unanimously.

**Resolution 25-17: IT Cybersecurity Committee Appointment** – Nicole Heatly-Holmes, Chief Information Security Officer, ISA

The Information Services Agency (“ISA”) sought approval from the IT Board to appoint David Schwartz, Deputy Director, PSC-MESA, to the IT Cybersecurity Committee through December 31, 2025.

Kate Sweeney Bell made a motion to approve Resolution 25-17, and the motion was seconded by Abby Hanson. The motion passed unanimously.

**Resolution 25-18: Deputy Chief Valerie Cunningham Recognition of Service** – Chairman Joseph O’Connor

Chairman O’Connor recognized Board Member Valerie Cunningham for her contributions and outstanding service to the Information Technology Board for the past three (3) years, citing her leadership, guidance, and sense of commitment to the success of the Information Services Agency. Chief Cunningham was also recognized for her service to the Indianapolis Metropolitan Police Department, most recently in the Administrative Division, and on her recent retirement after more than 30 years of dedicated service.

Abby Hanson made a motion to approve Resolution 25-18, and the motion was seconded by Judge Amy Jones and Mickey Rogers. The motion passed unanimously.

### Discussion Items:

None

### Meeting Adjournment

Chairman O’Connor entertained a motion to adjourn. Abby Hanson made a motion. The motion was seconded by Mickey Rogers, Judge Amy Jones, and Jane Richardson, and the meeting was adjourned.

The next scheduled Information Technology Board meeting will be held on Tuesday, July 22, 2025, at 9:30 a.m. in City-County Building Room 221.



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

# ISA IT Board Report

**July 22, 2025**

# Enterprise Projects

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Project	Phase	Target	Status
Passwordless Authentication	Testing	10/1/2025	
Windows 11 Upgrade	Executing	10/1/2025	
Webex Calling	Executing	12/31/2025	
PeopleSoft Cloud Migration	Planning	12/31/2025	
CCB Restack Phase III	Executing	12/31/2025	
Advancing AI with the City-County	Executing	12/31/2025	
Purview Implementation	Executing	1/31/2026	
Enterprise GIS Upgrade	Executing	2/28/2026	



# Capital Projects

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Project	Phase
Solid Waste Garage	Implementation
ACS Shelter	Implementation
IFD 32	Implementation
IFD 20	Implementation



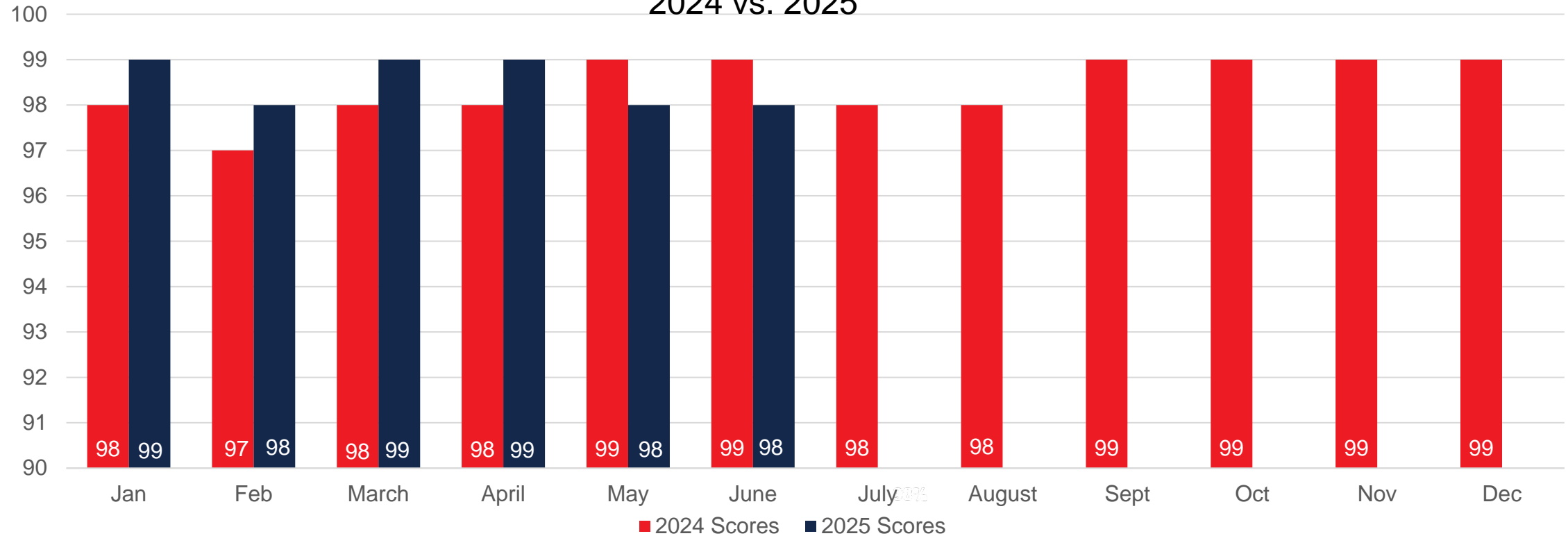
# Vendor Service Level Agreements

Service Level Agreements		April 2025	May 2025	June 2025
<b>*Bell Techlogix</b>	<b>Number of SLAs</b>	<b>SLAs Achieved</b>	<b>SLAs Achieved</b>	<b>SLAs Achieved</b>
<b>Service Desk / Cross Functional</b>	35	35*	35	35
<b>Workplace</b>	13	13	13	13
<b>Data Center / Network</b>	28	28	28	28
<b>*Daniels Associates, Inc. (DAI)</b>	<b>Number of SLAs</b>	<b>SLAs Achieved</b>	<b>SLAs Achieved</b>	
<b>Service</b>	23	23	23	23
<b>Personnel</b>	3	3	3	3



# Customer Satisfaction

Customer Satisfaction Score  
2024 vs. 2025





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

# **2025 ISA Financial Report**

**Information Technology Board**

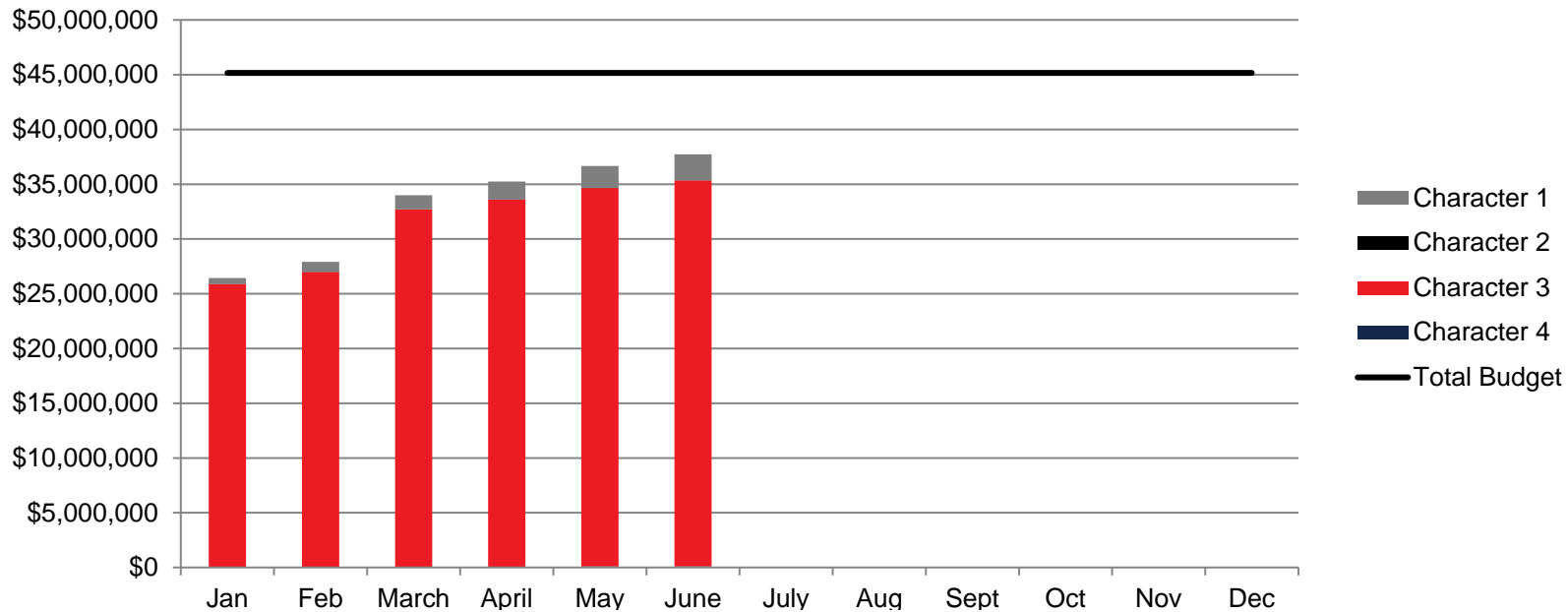
**July 22, 2025**

**Kai Davis, Chief Financial Officer**

# Financial Management

## 2025 ISA YTD Expenses by Character

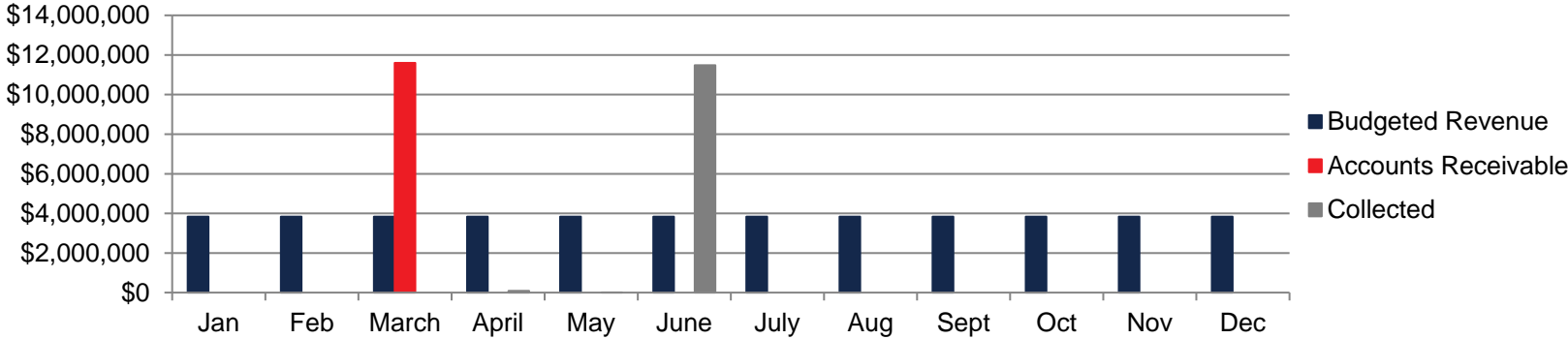
Character	2025 Budget	YTD Spend	Encumbered	Total \$	Total %	Remaining Budget
<b>Character 1: Personnel</b>	\$4,802,816	\$2,378,425	\$0	\$2,378,425	49.52%	\$2,424,391
<b>Character 2: Supplies</b>	\$92,305	\$5,587	\$1,982	\$7,568	8.20%	\$84,737
<b>Character 3: Services</b>	\$40,092,667	\$21,809,876	\$13,444,268	\$35,254,144	87.93%	\$4,838,523
<b>Character 4: Capital</b>	\$170,000	\$93,946	\$2,019	\$95,965	56.45%	\$74,035
<b>Total</b>	<b>\$45,157,788</b>	<b>\$24,287,833</b>	<b>\$13,448,268</b>	<b>\$37,736,102</b>	<b>83.56%</b>	<b>\$7,421,686</b>



# Financial Management

## 2025 ISA YTD Revenue by Source

Revenue Source	Budget	Billed	% Billed	Collected	% Collected
Internal Chargeback	\$45,645,838	\$11,480,953	25%	\$11,480,953	100%
External Chargeback	\$418,270	\$117,774	28%	\$97,172	83%
Miscellaneous	\$0	\$0	N/A	\$0	N/A
<b>Total</b>	<b>\$46,064,108</b>	<b>\$11,598,727</b>		<b>\$11,578,126</b>	



**Resolution 25-20**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Authorize Additional Expenditure and Extend the Agreement with Custom Control Systems, Inc., d/b/a Precision Kiosk Technologies**

**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**, the Marion Superior Courts (“MSC”) currently contracts with Custom Control Systems, Inc., d/b/a Precision Kiosk Technologies (“Precision”) to provide kiosk services for Marion County Probation clients; and

**WHEREAS**, the MSC seeks approval from the IT Board to amend the Contract for an additional amount of Two Hundred Seventy Thousand, Nine Hundred Dollars and Zero Cents (\$270,900.00) for a revised total amount of Nine Hundred Forty-Three Thousand, Four Hundred Twenty-Two Dollars and Fifty-Seven Cents (\$943,422.57); and

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes the MSC, subject to ISA’s Chief Information Officer approval, to amend the contract and authorize an additional amount of Two Hundred Seventy Thousand, Nine Hundred Dollars and Zero Cents (\$270,900.00) for a revised total amount of Nine Hundred Forty-Three Thousand, Four Hundred Twenty-Two Dollars and Fifty-Seven Cents (\$943,422.57) for two (2) years.

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Gabriel Deaton, Chairman (Proxy)  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

July 22, 2025

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**Resolution 25-19**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Amend Agreement with Security Automation Systems for the Marion County Sheriff's Office**

**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 Marion County Sheriff's Office ("MCSO") currently contracts with Security Automation Systems ("Security Automation Systems") for service, support, and maintenance of door controls and camera systems at the Community Justice Complex; and

**WHEREAS**, the MCSO seeks approval from the IT Board to amend its agreement with Security Automation Systems and raise the not to exceed amount by One Hundred Twelve Thousand Dollars and Zero Cents (\$112,000.00) for a revised total amount not to exceed Four Hundred Twenty Thousand, Five Hundred Seventy Dollars and Zero Cents (\$420,570.00) for one (1) year; and

**WHEREAS**, the Information Services Agency ("ISA") recommends approval of the agreement with Security Automation Systems; and

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes the MCSO, subject to the ISA's Chief Information Officer approval, to amend its agreement with Security Automation Systems for service, support, and maintenance of door controls and camera systems at the Community Justice Complex and raise the not to exceed amount by One Hundred Twelve Thousand Dollars and Zero Cents (\$112,000.00) for a revised total amount not to exceed Four Hundred Twenty Thousand, Five Hundred Seventy Dollars and Zero Cents (\$420,570.00) for one (1) year.

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Gabriel Deaton, Chairman (Proxy)  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

July 22, 2025

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**RESOLUTION 25-21**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Approve Agreement between the Marion County Election Board and Blue Crest**

**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 Marion County Election Board (“MCEB”) seeks approval from the IT Board to enter into an agreement with Blue Crest (“Blue Crest”) to acquire the subscription services, support and ballot management system of Relia-Vote, a vote by mail processing solution, for a total amount not to exceed One Hundred Forty Thousand Dollars and Zero Cents (\$140,000.00); and

**WHEREAS**, the Information Services Agency (“ISA”) recommends approval of the agreement with Blue Crest;

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes MCEB, subject to ISA’s Chief Information Officer approval, to enter into an agreement with Blue Crest to acquire the subscription services, support and ballot management system of Relia-Vote, a vote by mail processing solution, for a total amount not to exceed One Hundred Forty Thousand Dollars and Zero Cents (\$140,000.00) for three years.

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Gabriel Deaton, Chairman (Proxy)  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

July 22, 2025

**Resolution 25-22**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Authorize Expenditure with UKG**

**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”) seeks approval from the IT Board to contract with UKG, Inc., (“UKG”) for software, licensing, project management, implementation, support, and equipment; and

**WHEREAS**, ISA has reviewed the business need for software, licensing, project management, implementation, support, and equipment; and

**WHEREAS**, the Information Services Agency (“ISA”) seeks approval from the IT Board to contract with UKG in an amount not to exceed Three Million Dollars and Zero Cents (\$3,000,000.00) for software, licensing, project management, implementation, support, and equipment; and

**WHEREAS**, the Information Services Agency (“ISA”) recommends approval of the agreement with UKG; and

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes the ISA’s Chief Information Officer to enter into an agreement with UKG for software, licensing, project management, implementation, support, and equipment in an amount not to exceed Three Million Dollars and Zero Cents (\$3,000,000.00) for four (4) years.

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Gabriel Deaton, Chairman (Proxy)  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

July 22, 2025

**Resolution 25-23**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Authorize Expenditure for PeopleSoft Migration 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”) seeks approval from the IT Board to contract with a Service Provider for PeopleSoft migration services in support of the planned migration to Oracle Cloud Infrastructure; and

**WHEREAS**, following the review of qualified vendors, the committee is recommending award of a contract in an amount not to exceed Five Hundred Fifty Thousand Dollars and Zero Cents (\$550,000.00) over two (2) years; and

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes the Chief Information Officer to negotiate and execute all reasonable and necessary documents on behalf of the committee with the awarded vendor for Assessment and Intervention Center Data Systems in the amount not to exceed Five Hundred Fifty Thousand Dollars and Zero Cents (\$550,000.00) over two (2) years.

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Gabriel Deaton, Chairman (Proxy)  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

June 27, 2023

**RESOLUTION 25-24**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Approve the Information Services Agency Generative AI (GenAI) Policy**

**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 a Generative Artificial Intelligence (GenAI) Policy (attached) in order to establish principles and guidelines for the appropriate usage of GenAI systems by City-County agencies, departments, employees, contractors, and other individuals with access to GenAI solutions, whether company-owned or BYOD (bring your own device). The policy expands on the principles and fair/ethical use outlined in the Artificial Intelligence Policy, approved on November 28, 2023.

**NOW THEREFORE BE IT RESOLVED**, that the IT Board approves the Generative AI (GenAI) Policy set forth by ISA to be effective July 22, 2025.

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Gabriel Deaton, Chairman (Proxy)  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

July 22, 2025

# Information Services Agency IT Policy: Generative Artificial Intelligence (GenAI)



## Generative Artificial Intelligence (GenAI) Policy

<b>Authority</b> .....	<b>3</b>
<b>Purpose</b> .....	<b>3</b>
<b>Scope</b> .....	<b>3</b>
<b>Policy</b> .....	<b>3</b>
GenAI Tools .....	3
Public Records & Data .....	4
Account & Terms.....	5
Ownership .....	5
<b>Compliance</b> .....	<b>5</b>
Acknowledgement.....	6
References and Standards.....	6
<b>Disclaimer</b> .....	<b>6</b>

## 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, and revised with Resolution 24-61 on October 24, 2024. The resolution sets forth an executive mandate to formalize the [Enterprise Security Program](#) (ESP). This document supports the ESP.

## Purpose

The purpose of this policy is to establish principles and guidelines for appropriate usage of Generative Artificial Intelligence (GenAI) systems within the City-County.

## Scope

The scope of this policy covers all City-County agencies and departments that are major consumers of services and resources provided by the Information Services Agency (ISA). This policy expands on the principles and fair/ethical use outlined in the [Artificial Intelligence](#) (AI) policy.

This policy applies to all employees, contractors, or any other individuals using City-County systems with access to GenAI solutions, whether through company-owned or BYOD (bring your own device.). This policy does not apply to personal or business usage unassociated with the City-County.

Each agency/department may provide additional guidelines around GenAI. Consult your supervisor to ensure compliance with any additional agency/department specific GenAI policies/guidelines.

## Policy

Employees are authorized to use GenAI for work-related purposes within the boundaries and guidelines listed below. In using GenAI, employees must commit to responsible, transparent, lawful, and ethical uses of GenAI, focusing on the benefits for residents and to promote public trust, while also mitigating potential risks and avoiding unintended consequences. The use of GenAI should support the work of our workforce to deliver better, safer, more efficient, and equitable services and products to the public.

## GenAI Tools

**Standalone, ISA-issued/approved (Preferred):** As of June 2025, Microsoft Copilot is the only ISA-approved, standalone generative AI system. The City-County has a formal agreement with Microsoft, and all GenAI usage is governed by those terms and conditions. ISA has reviewed this solution to ensure it aligns with the risk management and responsible use principles outlined in [NIST AI 600-1](#).

**Standalone, Non-ISA-issued (Not Recommended):** Non-ISA-issued standalone GenAI systems are defined as any standalone GenAI system that the City-County does not have a formal agreement with and includes, but is not limited to: ChatGPT, Gemini, and Claude. While use of these systems is allowed, but

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not recommended, all use is contingent on responsible data and account management; see the following sections. Additionally, participation in enterprise AI training is strongly encouraged when using any GenAI systems.

**Embedded GenAI (Allowed):** Increasingly, GenAI functionality may be embedded in third-party applications. For existing contracts that are offering new GenAI functionality, contract review by the Office of Corporation Counsel and the ISA attorney is recommended prior to deployment to review data and privacy terms. For new contracts that include GenAI functionality, the Office of Corporation Counsel, and the ISA attorney must review contract terms for required data and privacy terms prior to signature.

**Prohibited GenAI:** GenAI systems developed by entities based in, controlled by, or subject to the laws of foreign adversary nations are prohibited from any and all City-County use. This includes systems from countries identified as strategic competitors or adversaries by U.S. national security agencies including, but not limited to, China, Russia, DPRK, and Iran. Prohibited systems include, but are not limited to, DeepSeek, Moonshot AI, Baidu, and Alibaba.

ISA will keep a list of popular prohibited tools on its SharePoint site here:

<https://indygov.sharepoint.com/sites/ISAHome/SitePages/AI-in-Indy.aspx>

## Public Records & Data

Data entered into any GenAI systems may be subject to an Access to Public Records Act (APRA) request. All GenAI systems used must ensure that City-County data remains within U.S. borders and under U.S. legal jurisdiction.

Any data entered into non-ISA-issued GenAI systems may be viewable and usable by the GenAI company. This means any prompts, outputs, or other information used in relation to a GenAI system may be released publicly.

If personal devices or personal accounts (see Account & Terms section for best practices) are used to conduct City-County business, the records generated may still be subject to search and disclosure. The records generated may include both the content users input and the content users receive from the GenAI system.

Information entered in non-ISA-issued GenAI systems carry risk of leaking data and information in the event of a data breach within the GenAI company. To avoid this risk, unless you are using an ISA-issued GenAI system, do not use any prompts that may include information not suitable for public release (such as confidential or personally identifiable information). All critical, restricted, and internal data, as defined in ISA's [Data Classification Standard](#), is prohibited from use in non-ISA issued GenAI systems.

Examples of information that **must be excluded** from non-ISA-issued GenAI services, includes, but is not limited to:

- draft RFP requirements not yet public
- vendor transactions
- procurement approvals
- content that could propagate discrimination, harassment, or biased viewpoints (e.g., stereotypical language)
- internal City-County decisions or communications containing privileged or classified information (e.g., legal case files, attorney work product, non-disclosure agreement information, City-County financial/bank account information, law enforcement investigations, information that could lead to

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security breaches, etc.).

Examples of information that **can be included** in non-ISA-issued GenAI services is limited to information that is already public. One use case includes copying a large public document, such as a public meeting recording, into a GenAI system and asking the AI questions about the document/file.

## Account & Terms

When using non-ISA issued GenAI systems for City-County business, users should create an account using their City-County (indy.gov) email address to ensure public records are kept separate from personal records. Users must use a unique password for all services. This password must not be the same password used to log in to any City-County devices.

If a user is required to agree to the terms and conditions of a non-ISA issued GenAI system, the user is responsible for complying with those terms and conditions (see above for current ISA-approved GenAI systems).

## Ownership

In the context of non-ISA-issued GenAI services, in most situations, the user owns the content they input into a GenAI service and the information they receive as an output. The user can use the content at their discretion, in accordance with City-County policy and any terms and conditions agreed to.

However, it is important to note that depending on the terms and conditions, many GenAI companies retain the right to use both the input and output content for their own commercial purposes including, but not limited to, using City-County data to train their models, or distributing output data for commercial purposes. This emphasizes the importance to opt-out of data collection and only provide public information into a non-ISA-issued GenAI system.

Some non-ISA-issued GenAI services offer an option to opt out of data collection. This means the GenAI system will not keep the data you provide, and it will not be used in the system's models. If available, users should opt out of data collection and model training whenever possible.

## Compliance

Failure to comply with this policy may result in disciplinary action, up to and including termination of employment.

ISA will verify compliance with this policy through various methods including, but not limited to, network monitoring, business tool reports, internal and external audits, and feedback to ISA. If a user account or device is determined to be non-compliant with this policy in a way that poses a security risk, ISA may take actions in accordance with the [Enterprise Security Program Policy](#) to address the threat. Such actions include but are not limited to, disabling user accounts, blocking IP addresses, and removing accounts and City-County data from devices. Any data that is confidential and found in an audit conducted by ISA will remain confidential and only be shared with that specific agency or department. Agencies and departments will not waive confidentiality rules by allowing ISA to perform audits.

As defined in the [Data Ownership Policy](#), under no circumstance is ISA considered the owner of any data originating in a different agency or department. ISA understands their role as custodian of data. Access, use, or release of agency or department data, by ISA, shall only occur with the relevant agency or department's

approval, or as required by law.

### Acknowledgement

This policy is accessible to all employees with the City-County; therefore, by using GenAI systems, employees acknowledge that they have read and understand this policy and understand the risks associated with the use of GenAI. Employees also agree to comply with this policy and to report any violations or concerns.

### References and Standards

- [Enterprise Security Program](#)
- [Artificial Intelligence Policy](#)
- [Data Classification Standard](#)
- [Data Ownership Policy](#)

### Disclaimer

This policy 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 and Standards](#) is maintained on the ISA Intranet site.

### Policy 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

ISA CONTRACT REPORT <\$250,000  
2025

Date	Approved	Dept.	Vendor	Description	Annual \$ Amount	Total \$ Amount	MBE/WBE/VBE /DOBE	Notes
1/14/2025		Assessor's Office	Commercial Real Estate Exchange Inc (CREXI)	Property evaluation services		\$10,800.00	No	IT Consulting
1/21/2025		ISA	V&J Consulting LLC	Engineering drawings of fiber infrastructure across the city-county		\$50,000.00	Yes	IT Consulting
1/28/2025		ISA	Tech5 USA Inc	Biometric and identity management for to law enforcement operations		\$201,342.00	No	Software/Maintenance
2/12/2025		ISA	Invoice Cloud Inc	Property tax payment service		\$240,000.00	No	Software, Maintenance, and Support
2/10/2025		ISA	Davinia LLC	Audiovisual equipment maintenance and repair services		\$48,450.00	No	Software, Maintenance, and Support
3/4/2025		OEI	Enroll Indy Inc	Host and administer the Enroll Indy School Finder and Onematch application		\$175,000.00	No	Software, Maintenance, and Support
3/7/2025		ISA	IDC Research Inc	Market research regarding government technology		\$105,873.00	No	Software/Maintenance
3/26/2025		Forensics Services	Tech Electronics of Indiana LLC	Intrusion control and security access hardware and software		\$3,750.00	No	Software/Maintenance
4/3/2025		ISA	Accela INC	On call services		\$200,000.00	No	Software Updating Services
5/14/2025		DPR	Cintas Corporation	Wireless Cellular Monitoring	\$19,200.00	\$115,000.00	No	Maintenance and Support
5/21/2025		MC SO	Global Tel Link Corporation	Inmate Telephone Services		\$0.00	No	Outside Telephone Services
6/4/2025		BNS	Populus Technologies Inc	Mobility Manager Software	\$26,000.00	\$152,000.00	No	Software, Maintenance, and Support
6/10/2025		DMD	Crowe LLP	License the Common Point 360 software and development		\$18,000.00	No	Software/Maintenance
6/11/2025		MESA	Word Systems LLC	Digital Audio and Video Recording and Management System		\$225,000.00	No	Software, Maintenance, and Support
6/12/2025		IFD	Inqremental LLC	Operational Software Support and Custom Development		\$174,997.00	No	Software/Maintenance
6/17/2025		Marion Superior Courts	Securus Technologies Inc	Web based Video Visitation System		\$17,500.00	No	Software/Maintenance
6/18/2025		IMPD	Iris Tech Inc	RFI, CAD, Data Exchange, and Evidence Management Applications		\$118,991.00	No	Software/Maintenance
6/20/2025		Forensics Services	Security Automation Systems Inc	Security Cameras, Access Control, Duress Equipment and Emergency Call Stations		\$23,030.00	No	Maintenance and Support
6/30/2025		Forensics Services	Qiagen Inc	Maintenance and support of equipment		\$207,623.00	No	Maintenance and Support
7/1/2025		DBNS	Accela INC	Project Based Application Enhancement Services		\$135,000.00	No	Professional Services
7/3/2025		DPW	Ecopia Tech Corporation	Digital Mapping Services for City Infrastructure		\$176,400.00	No	IT Consulting
7/7/2025		OFM	Avenu Grs LLC	Court Case and Jury Management Solution		\$38,691.00	No	Software, Maintenance, and Support
7/8/2025		Forensics Services	Tech Electronics of Indiana LLC	intrusion Control and Security Access hardware and software		\$23,100.00	No	Software/Maintenance