

# **Information Technology Board Meeting**



**September 22, 2026**

### Meeting Details:

**Date:** September 22, 2026

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

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

**Chair:** Joseph O'Connor

**CIO:** Kate Kotan

### Roll Call:

1. Joseph O'Connor, Chair

### IT Board Business:

2. Approval of the August 25, 2026, Meeting Minutes: Chair O'Connor

### Status Updates:

3. ISA Board Report: Kate Kotan, CIO, ISA
4. ISA Financial Report: Kai Davner, CFO ISA
5. ISA XBE Report: Kai Davner, CFO ISA

### Action Items:

6. Resolution 26-42: KNOWiNK, LLC – Patrick Becker, Director, Marion County Election Board
7. Resolution 26-43: DMT Solutions Global Corporation d/b/a BlueCrest - Patrick Becker, Director, Marion County Election Board
8. Resolution 26-44: Qiagen, LLC – Richard Amberger, Director; Alissa Franklin, Finance Manager, Marion County Forensic Services Agency
9. Resolution 26-45: ISA Policy: Security Controls for Contingency Planning – Nicole Heatly-Holmes, ISA CISO
10. Resolution 26-46: ISA Policy: Media Protection – Nicole Heatly-Holmes, ISA CISO

### Discussion Items:

The next scheduled Information Technology Board meeting will be held on Tuesday, October 27, 2026, at 9:30 a.m. in Room 221 of the City-County Building, 200 East Washington Street. Immediately afterward, board members will convene to an Executive Session in Room 341 of the City-County Building.

### Accessibility Notice

Persons with disabilities who wish to request accommodations may do so by contacting Jenelle Bunton at [Jenelle.Bunton@indy.gov](mailto:Jenelle.Bunton@indy.gov) or 317-327-5629 at least forty-eight (48) hours prior to this meeting.

| Information Technology Board Members |           |                                                |                         |
|--------------------------------------|-----------|------------------------------------------------|-------------------------|
| Member Name                          | Role      | Appointing Authority                           | Term*                   |
| Joseph O'Connor                      | Chair     | Marion County Assessor<br>Ex-Officio           | 01/01/2011 - present    |
| Barbara Lawrence                     | Secretary | Marion County Treasurer<br>City-County Council | 01/14/2025 – 01/01/2027 |
| Deputy Chief Kevin<br>Wethington     | Member    | Public Safety<br>Mayor                         | 04/15/2025 - present    |
| Kate Sweeney Bell                    | Member    | Marion County Clerk<br>City-County Council     | 01/01/2025 – 12/31/2026 |
| Kerry Forestal                       | Member    | Marion County Sheriff<br>City-County Council   | 01/01/2023 – 12/31/2026 |
| Abby Hanson                          | Member    | Public Service<br>Mayor                        | 11/06/2024 – 12/31/2026 |
| Jane Richardson                      | Member    | External Sr. Manager<br>Mayor                  | 01/01/2025 – 12/31/2026 |
| Judge Amy Jones                      | Member    | Marion Superior Court<br>Executive Council     | 01/01/2025 - present    |
| Laura Larimer                        | Member    | External Sr. Manager<br>City-County Council    | 09/08/2025 – 09/08/2027 |

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

<sup>p</sup>  
**Roll Call:**

**IT Board Members Present**

|                                      |                                             |               |
|--------------------------------------|---------------------------------------------|---------------|
| <b>Joseph O'Connor</b>               | Marion County Assessor's Office             | Chairman      |
| <b>Barbara Lawrence</b>              | Marion County Treasurer                     | Secretary     |
| <b>Abby Hanson</b>                   | City Controller                             | Voting Member |
| <b>Judge Amy Jones</b>               | Marion Superior Court Executive Council     | Voting Member |
| <b>Col. James Martin</b>             | Marion County Sheriff's Office              | Voting Member |
| <b>Kate Sweeney Bell</b>             | Marion County Clerk                         | Voting Member |
| <b>Deputy Chief Kevin Wethington</b> | Indianapolis Metropolitan Police Department | Voting Member |

**Also Present**

|                               |                                    |                                        |
|-------------------------------|------------------------------------|----------------------------------------|
| <b>Kate Kotan</b>             | Information Services Agency        | Interim Chief Information Officer      |
| <b>Richard McDermott</b>      | Office of Corporation Counsel      | Legal Counsel                          |
| <b>Chief Dale Rolfson</b>     | Indianapolis Fire Department       | Chief Technology Officer               |
| <b>Captain Matthew Banner</b> | Indianapolis Fire Department       | Captain                                |
| <b>Patrick Becker</b>         | Marion County Election Board       | Director                               |
| <b>Amitav Thamba</b>          | Marion Superior Courts             | Chief Technology Officer               |
| <b>Joseph Brinkman</b>        | Office of Public Health and Safety | Deputy Director, Strategic Initiatives |
| <b>Chunia Feldner</b>         | Office of Public Health and Safety | Administrator, Behavioral Health       |
| <b>Kevin Moore</b>            | Information Services Agency        | Chief Operating Officer                |
| <b>Kai Davner</b>             | Information Services Agency        | Chief Financial Officer                |

**IT Board Business:**
**Approval of the June 23, 2026, Meeting Minutes:**

Secretary Lawrence made a motion to approve the April 28, 2026, IT Board meeting minutes. Kate Sweeney Bell seconded the motion. A voice vote was called, and all members consented with an aye vote. Having recorded the votes, the motion passed unanimously.

**Approval of the June 23, 2026, Executive Session Memorandum:**

Kate Sweeney Bell made a motion to approve the June 23, 2026, Executive Session Memoranda. Secretary Lawrence seconded the motion, and the motion was approved.

**Approval of the July 14, 2026, Executive Session Memorandum:**

Kate Sweeney Bell made a motion to approve the July 14, 2026, Executive Session Memoranda. Colonel Martin seconded the motion, and the motion was approved.

**Appointment of ISA Chief Information Officer: Chairman O'Connor**

Chairman O'Connor introduced and nominated Kate Kotan as the candidate for Chief Information Officer of the Information Services Agency. Kate Sweeney Bell seconded the nomination. A voice vote was taken, and all board members agreed to approve Kate Kotan as Chief Information Officer.

**Resolution 26-34: ISA Chief Information Officer Appointment – Chairman Joseph O'Connor**

The IT Board is authorized by Section 281-212(a)(14) of the Code to delegate any of its functions to the CIO. The IT Board interviewed Kate Kotan and reviewed her qualifications, finding her to be well qualified for the position of CIO of the Information Services Agency.

**Status Updates:**

ISA Interim CIO Kate Kotan presented the August 25, 2026, ISA Board Report.

ISA Chief Operating Officer Kevin Moore presented the ISA Fiber Report, detailing the August 5, 2026, Fiber Cut.

Following the report, Colonel James Martin called for an executive session to discuss the fiber cut in more detail, examining the causes and remedies for future incidents. Chairman O'Connor announced the executive session would occur immediately following the October 27 IT Board meeting at a yet-to-be confirmed location in the City-County Building.

ISA Chief Financial Officer Kai Davner presented the August 25, 2026, ISA Financial Report.

ISA Chief Financial Officer Kai Davner presented the August 25, 2026, ISA 2026 Minority, Women, Veteran & Disabled-Owned Business Enterprises Year-To-Date Report.

All reports and materials for this meeting are available online in the August 25, 2026, IT Board meeting at [indy.gov/activity/information-technology-board](https://indy.gov/activity/information-technology-board).

**Action Items:****Resolution 26-35: Inqremental, LLC – Chief Dale Rolfson and Captain Matthew Banner, Indianapolis Fire Department**

The Indianapolis Fire Department ("IFD") currently contracts with Inqremental ("Inqremental") for a visual, cloud-based inventory and asset management platform for fire services.

The IFD sought approval from the IT Board to amend the agreement with Inqremental and raise the not to exceed amount by One Hundred Fifty-Nine Thousand, Nine Hundred Ninety-Eight Dollars and Zero Cents (\$159,998.00) for a revised total amount not to exceed Three Hundred Thirty-Four Thousand, Nine Hundred Ninety-Five Dollars and Zero Cents (\$334,995.00) for two (2) years for a total term of five (5) years.

Secretary Lawrence made a motion to approve Resolution 26-35. Kate Sweeney Bell seconded the motion, and it passed unanimously.

**Resolution 26-36: Clarion Events, Inc. – Chief Dale Rolfson and Captain Matthew Banner, Indianapolis Fire Department**

The Indianapolis Fire Department (“IFD”) currently contracts with Clarion Events, Inc. (“Clarion”) for online fire and emergency services training.

The IFD sought approval from the IT Board to amend the agreement with Clarion and raise the not to exceed amount by Eighty-Seven Thousand, Four Hundred Forty-Eight Dollars and Zero Cents (\$87,448.00) for a revised total amount not to exceed Two Hundred Thousand, Five Hundred Seventy-Three Dollars and Zero Cents (\$200,573.00) for two (2) years for a total term of 4 (four) years.

Abby Hanson made a motion to approve Resolution 26-36, and Colonel Martin seconded the motion. It passed unanimously.

**Resolution 26-37: Election Systems & Software, LLC – Patrick Becker, Director, Marion County Election Board**

The Marion County Election Board (“MCEB”) currently contracts with Election Systems & Software, LLC (“ES&S”) for licensing, maintenance, and support of Marion County voting systems.

The MCEB sought approval from the IT Board to authorize an agreement to procure and deploy updated voting equipment, hardware and software licensing, maintenance, and support for a total amount not to exceed Seventeen Million Dollars and Zero Cents (\$17,000,000.00) for five (5) years.

Judge Amy Jones made a motion to approve Resolution 26-37. Chief Kevin Wethington seconded the motion, and it passed unanimously.

**Resolution 26-38: Business Information Systems, Inc. d/b/a BIS Digital, Inc. – Amitav Thamba, Chief Technology Officer, Marion Superior Court**

The Marion Superior Courts (“MSC”) has a current agreement with Business Information Systems, Inc. d/b/a BIS Digital, Inc., (“BIS Digital”) for courtroom audio equipment and IT management services.

The MSC sought approval from the IT Board to amend the agreement with BIS Digital, Inc., and raise the not to exceed amount by Three Hundred Seventy Thousand, Four Hundred Fifty-One Dollars and Ten Cents (\$370,451.10) for a revised total amount not to exceed One Million, Eight Hundred Thirty-Three Thousand, Six Hundred Seven Dollars and Seventy-Three Cents (\$1,833,607.73) for a total term of 9 years.

Secretary Lawrence made a motion to approve Resolution 26-38. Kate Sweeney Bell and Abby Hanson seconded the motion, and it passed unanimously.

**Resolution 26-39: Qualifacts Systems, LLC, – Joseph Brinkman, Deputy Director, Strategic Initiatives, Office of Public Health & Safety and Chunia Felder, Administrator, Behavioral Health Office of Public Health & Safety**

The Office of Public Health and Safety (“OPHS”) currently contracts with Qualifacts Systems, LLC (“Qualifacts”) to provide the electronic health records software and related services at the Assessment and Intervention Center (“AIC”), and for the Mobile Crisis Assistance Team (“MCAT”), and Clinician-led Community Response (“CLCR”) operator (the “Services”).

OPHS sought approval from the IT Board to renew its agreement with Qualifacts for another two-year term and raise the not to exceed amount by Two Hundred Forty Thousand, Two Hundred Ten Dollars and Zero Cents (\$240,210.00) for a revised total amount not to exceed Four Hundred Eighty-Seven Thousand, Two Hundred Twenty-One Dollars and Zero Cents (\$487,221.00) for two (2) years for a total term of four (4) years.

Abby Hanson made a motion to approve Resolution 26-39 and Kate Sweeney Bell seconded the motion. It passed unanimously.

**Resolution 26-40: Daniels Associates Inc. – Kevin Moore, COO, ISA**

The Information Services Agency (“ISA”) currently contracts with Daniels Associates, Inc. (“DAI”) for application services, projects, and support.

The ISA sought approval from the IT Board to amend the agreement with DAI and to raise the not to exceed amount by Thirty-Four Million, Five Hundred Thousand Dollars and Zero Cents (\$34,500,000.00) (for a revised total not to exceed amount of Seventy-Seven Million, Two Hundred Fifty-Five Thousand, Two Hundred Seventy-Four Dollars and Thirty-Five Cents (\$77,255,274.35) through December 31, 2030.

Secretary Lawrence made a motion to approve Resolution 26-40, and Abby Hanson seconded the motion. The motion passed unanimously.

**Resolution 26-41: Beverly Dillon-Macy Recognition – Kai Davner, CFO, ISA**

Chair Joseph O'Connor and the Information Services Agency (“ISA”) recognized Beverly Dillon-Macy for 36 years of exemplary service as the agency’s Finance Administrator. Throughout her tenure, Beverly provided the ISA and the City-County with financial expertise, sound judgment, and valuable guidance while supporting 18 Chief Information Officers through significant technological and organizational growth. The IT Board expressed its sincere gratitude for Beverly’s nearly four decades of dedicated service to the ISA and the City-County and extended its best wishes for a fulfilling and rewarding retirement.

Chief Wethington made a motion to approve Resolution 26-42. Colonel Martin seconded it, and the motion passed unanimously.

**Discussion Items:**

None

**Meeting Adjournment**

Chair O'Connor entertained a motion for adjournment. Secretary Lawrence made a motion to approve, and the meeting was adjourned.

The next scheduled Information Technology Board meeting will be held on Tuesday, September 22, 2026, at 9:30 a.m. in City-County Building Room 221.



# **ISA IT Board Report**

September 22, 2026

# Strategic Initiatives

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| Project                                                    | Phase     | Target     | Status |
|------------------------------------------------------------|-----------|------------|--------|
| Passwordless Authentication (Public Safety)                | Planning  | 5/31/2026  |        |
| Address and Parcel Modernization Initiative (Formerly MAD) | Executing | 9/30/2026  |        |
| Device Refresh                                             | Executing | 12/31/2026 |        |
| Windows 11 25H2 Upgrade                                    | Executing | 12/31/2026 |        |
| PeopleSoft Cloud Migration                                 | Complete  | 8/3/2026   |        |
| Property Tax Management Software                           | Executing | 6/30/2027  |        |
| Data and Information Protection                            | Ongoing   |            |        |



# Building Projects

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| Project                      | Phase          | Target     |
|------------------------------|----------------|------------|
| IMPD North District          | Planning       | 1/31/2027  |
| IFD 20                       | Implementation | 11/15/2027 |
| New Election Services Center | Executing      | 9/30/2026  |
| CCB Restack                  | Executing      | 8/30/2026  |



# Vendor Service Level Agreements

| Service Level Agreements        |                | June 2026     | July 2026     | August 2026         |
|---------------------------------|----------------|---------------|---------------|---------------------|
| Bell Techlogix                  | Number of SLAs | SLAs Achieved | SLAs Achieved | SLAs Achieved       |
| Service Desk / Cross Functional | 35             | 35            | 35            | 34                  |
| Workplace                       | 13             | 13            | 13            | 13                  |
| Data Center / Network           | 28             | 28            | 28            | 28                  |
| Daniels Associates, Inc. (DAI)  | Number of SLAs | SLAs Achieved | SLAs Achieved | Total SLAs Achieved |
| Service                         | 23             | 23            | 23            | 23                  |
| Personnel                       | 3              | 3             | 3             | 3                   |



# Customer Satisfaction





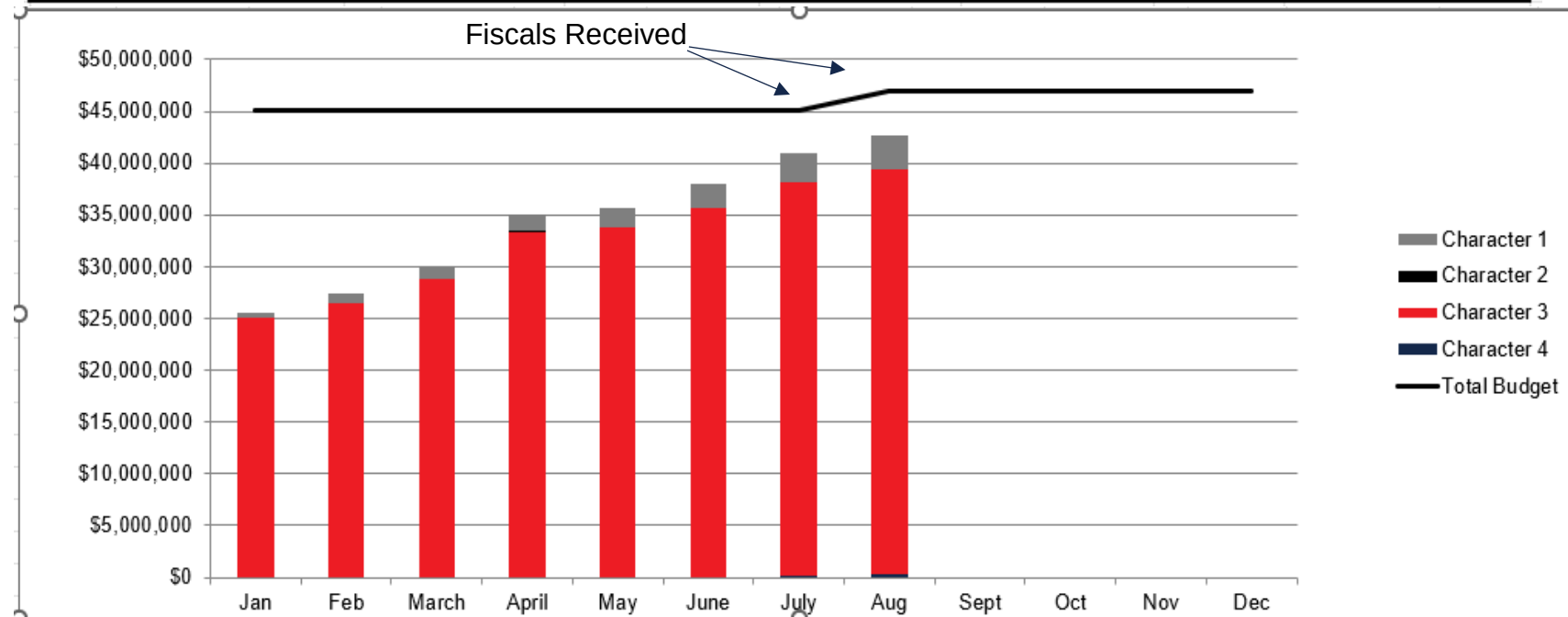
# ISA Financial Report

September 22, 2026

# Financial Management

2026 ISA YTD Expenses by Character

| Character              | 2026 Budget     | YTD Spend       | Encumbered      | Total \$        | Total % | Remaining Budget |
|------------------------|-----------------|-----------------|-----------------|-----------------|---------|------------------|
| Character 1: Personnel | \$4,796,273     | \$3,241,675     | \$0             | \$3,241,675.04  | 67.59%  | \$1,554,598.24   |
| Character 2: Supplies  | \$63,000        | \$15,469        | \$16,774        | \$32,243.23     | 51.18%  | \$30,756.77      |
| Character 3: Services  | \$41,680,834    | \$27,412,255    | \$11,705,865    | \$39,118,119.77 | 93.85%  | \$2,562,713.73   |
| Character 4: Capital   | \$450,000       | \$291,022       | \$7,858         | \$298,880.69    | 66.42%  | \$151,119.31     |
| Total                  | \$46,990,106.78 | \$30,960,421.36 | \$11,730,497.37 | \$42,690,918.73 | 79.08%  | \$4,299,188.05   |

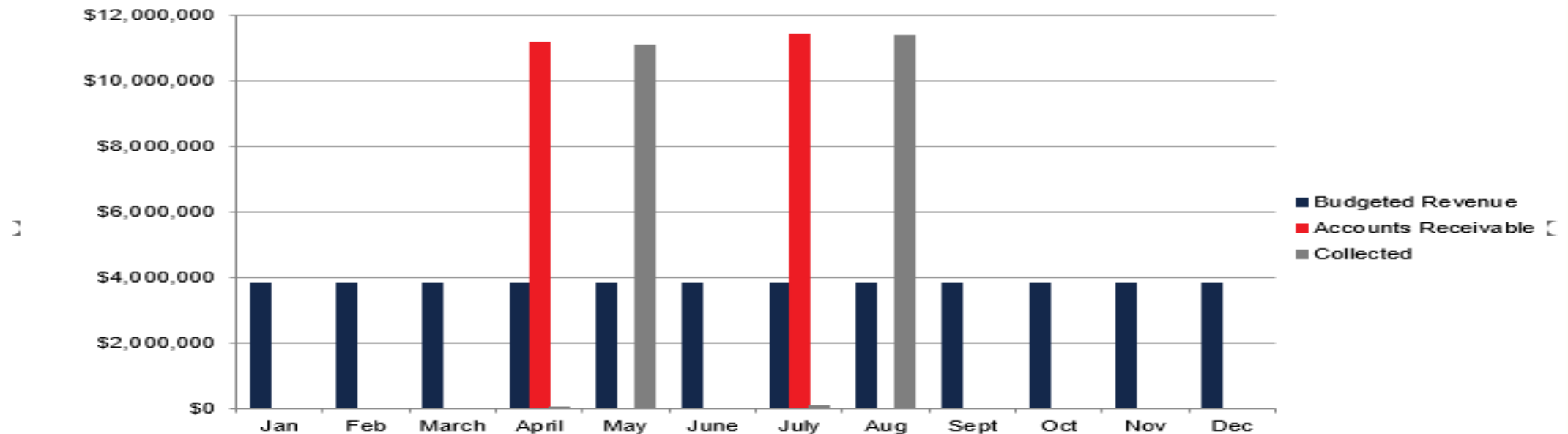


# ISA Financial Management

2026 ISA YTD Revenue by Source

| Revenue Source      | Budget              | Billed              | % Billed | Collected           | % Collected |
|---------------------|---------------------|---------------------|----------|---------------------|-------------|
| Internal Chargeback | \$45,157,788        | \$22,251,237        | 49%      | \$22,256,487        | 100%        |
| External Chargeback | \$663,262           | \$325,755           | 49%      | \$304,465           | 93%         |
| Miscellaneous       | \$0                 | \$0                 | 0%       | \$1,069             | 0%          |
| <b>Total</b>        | <b>\$45,821,050</b> | <b>\$22,576,992</b> |          | <b>22562020.75*</b> |             |

\*Collected includes 58,492 from prior periods.





# **2026 ISA Minority, Women, Veteran & Disabled-Owned Business Enterprises Year-To-Date Report**

September 22, 2026

# Notes

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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 DOBEs not certified with OMWBD are encouraged to obtain certification. Learn more at [indy.gov/omwbd](https://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

## Jan. thru August Statistics

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|                               |                    |
|-------------------------------|--------------------|
| Total Char 2-3-4 Spending:    | \$33,425,751.40    |
| Eligible Char 2-3-4 Spending: | \$14,174,538.84    |
| XBE Spending:                 | \$6,071,130.88     |
| XBE % of Eligible Spending:   | 42.83% (Goal: 27%) |

|      | # of Vendors | Total Spent    | Percent | Goal | Variance |
|------|--------------|----------------|---------|------|----------|
| MBE  | 2            | \$437,663.50   | 3.09%   | 15%  | -11.91%  |
| WBE  | 4            | \$5,373,799.52 | 37.91%  | 8%   | 29.91%   |
| VBE  | 3*           | \$239,095.36   | 1.69%   | 3%   | -1.31%   |
| DOBE | 1            | \$20,572.50    | 0.15%   | 1%   | -0.85%   |

\*An additional VBE has been added! Thank you Bell Techlogix!



# MBE/WBE/VBE/DOBE

## Jan. thru June Statistics - Original

|                               |                    |
|-------------------------------|--------------------|
| Total Char 2-3-4 Spending:    | \$27,141,214.31    |
| Eligible Char 2-3-4 Spending: | \$11,147,871.83    |
| XBE Spending:                 | \$4,465,840.29     |
| XBE % of Eligible Spending:   | 40.06% (Goal: 27%) |

|      | # of Vendors | Total Spent    | Percent | Goal | Variance |
|------|--------------|----------------|---------|------|----------|
| MBE  | 1            | \$391,414.50   | 3.02%   | 15%  | -11.98%  |
| WBE  | 1            | \$4,701,336.03 | 36.30%  | 8%   | 28.30%   |
| VBE  | 1            | \$220,374.68   | 1.70%   | 3%   | -1.30%   |
| DOBE | 1            | \$18,668.50    | 0.14%   | 1%   | -0.86%   |



# MBE/WBE/VBE/DOBE

## Jan. thru June Statistics - Revised

|                               |                    |
|-------------------------------|--------------------|
| Total Char 2-3-4 Spending:    | \$27,141,214.31    |
| Eligible Char 2-3-4 Spending: | \$11,147,871.83    |
| XBE Spending:                 | \$4,465,840.29     |
| XBE % of Eligible Spending:   | 40.06% (Goal: 27%) |

|      | # of Vendors | Total Spent    | Percent | Goal | Variance |
|------|--------------|----------------|---------|------|----------|
| MBE  | 2            | \$391,414.50   | 3.02%   | 15%  | -11.98%  |
| WBE  | 4            | \$4,701,336.03 | 36.30%  | 8%   | 28.30%   |
| VBE  | 2            | \$220,374.68   | 1.70%   | 3%   | -1.30%   |
| DOBE | 1            | \$18,668.50    | 0.14%   | 1%   | -0.86%   |



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**Resolution 26-42**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Amend Agreement with KNOWiNK, LLC and the Marion County Election Board**

**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 County Election Board (“MCEB”) currently contracts with KNOWiNK, LLC (“KNOWiNK”) for an electronic pollbook system and software licensing that allows voters to cast ballots at any Marion County voting center; and

**WHEREAS**, the MCEB seeks approval from the IT Board to amend the existing agreement with KNOWiNK, extending the term by one (1) year and raising the not to exceed amount by Sixty Thousand Dollars and Zero Cents (\$60,000.00) for software licensing, maintenance and support for a revised total amount not to exceed Four Million, Two Hundred Twenty-Two Thousand, Eight Hundred Dollars and Zero Cents (\$4,222,800.00); and

**WHEREAS**, the Information Services Agency (“ISA”) recommends approval of the agreement with KNOWiNK.

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes the MCEB, subject to ISA’s Chief Information Officer approval, to amend the agreement with KNOWiNK and raise the not to exceed amount by Sixty Thousand Dollars and Zero Cents (\$60,000.00) for software licensing, maintenance and support for a revised total amount not to exceed Four Million, Two Hundred Twenty-Two Thousand, Eight Hundred Dollars and Zero Cents (\$4,222,800.00) for a total term of seven (7) years.

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Joseph O’Connor, Chairman  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

September 22, 2026

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**RESOLUTION 26-43**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Approve Agreement between the Marion County Election Board and DMT  
Solutions Global Corporation d/b/a BlueCrest**

**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") currently contracts with BlueCrest ("BlueCrest") for election-related software and services; and

**WHEREAS**, the MCEB seeks approval from the IT Board to enter into an agreement with DMT Solutions Global Corporation dba BlueCrest ("BlueCrest") for software licensing, maintenance and support, and hardware maintenance and support for Relia-Vote, a vote-by-mail processing solution, for a total amount not to exceed Four Hundred Eighty-Two Thousand Dollars and Zero Cents (\$482,000.00) for three (3) years; and

**WHEREAS**, the Information Services Agency ("ISA") recommends approval of the agreement with BlueCrest.

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes the MCEB, subject to ISA's Chief Information Officer approval, to enter into an agreement with BlueCrest for software licensing, maintenance and support, and hardware maintenance and support for Relia-Vote, a vote-by-mail processing solution, for a total amount not to exceed Four Hundred Eighty-Two Thousand Dollars and Zero Cents (\$482,000.00) for three (3) years

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Joseph O'Connor, Chairman  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

September 22, 2026

**Resolution 26-44**

**INFORMATION TECHNOLOGY BOARD**

**Resolution to Amend Agreement Between the Marion County Forensic Services Agency and Qiagen**

**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 Forensic Services Agency (“Forensic Services Agency”) has an agreement with Qiagen to support the QIAgility and QIAcube Connect units and EZ1 Instruments, including bundled laptops, software and IT support, that require secure instrument data management for privacy compliance; and

**WHEREAS**, the Forensic Services Agency seeks approval from the IT Board to amend the agreement with Qiagen and raise the not to exceed amount by Forty-Five Thousand, Seven Hundred Thirty-Six Dollars and Zero Cents (\$45,736.00) for a revised total amount not to exceed Two Hundred Fifty-Three Thousand, Three Hundred Fifty-Nine Dollars and Zero Cents (\$253,359.00) for three (3) years; and

**WHEREAS**, the Information Services Agency (“ISA”) recommends approval of the agreement with Qiagen to support the QIAgility and QIAcube Connect units, and EZ1 Instruments, including bundled laptops, software and IT support, that require secure instrument data management for privacy compliance; and

**NOW THEREFORE BE IT RESOLVED**, the IT Board authorizes the Forensic Services Agency, subject to the ISA’s Chief Information Officer approval, to amend the agreement with Qiagen and raise the not to exceed amount by Forty-Five Thousand, Seven Hundred Thirty-Six Dollars and Zero Cents (\$45,736.00) for a revised total amount not to exceed Two Hundred Fifty-Three Thousand, Three Hundred Fifty-Nine Dollars and Zero Cents (\$253,359.00) for three (3) years.

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Joseph O’Connor, Chairman  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

September 22, 2026

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**RESOLUTION 26-45****INFORMATION TECHNOLOGY BOARD****Resolution to Approve Information Services Agency Policy: Security Controls  
for Contingency Planning**

**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 the Security Controls for Contingency Planning policy (attached), covering all systems, applications, infrastructure, and business processes that handle City-County data—including sensitive Criminal Justice Information (CJI)—within Marion County and the City of Indianapolis, including internal systems and those managed by outside service providers.

The policy sets rules for the planning, development, operation, and maintenance of these systems. It applies to systems managed directly by the City-County as well as those managed by third-party vendors working on behalf of the City-County.

**NOW THEREFORE BE IT RESOLVED** that the IT Board approves the attached Security Controls for Contingency Planning Policy set forth by ISA to be effective September 22, 2026.

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Joseph O'Connor, Chairman  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

September 22, 2026

# **Information Services Agency (ISA) Security Controls for Contingency Planning Policy**



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## Security Controls for Contingency Planning Policy

### 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 (City-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

To ensure that Information Technology (IT) resources and information systems are established with effective security controls and control enhancements that reflect applicable federal and state laws, Executive Orders, directives, regulations, policies, standards, and guidance.

### Reference

National Institute of Standards and Technology (NIST) Special Publications (SP): NIST SP 800-53a – Security Planning (PL), NIST SP 800-12, NIST SP 800-18, NIST SP 800-100

### Scope

This policy applies to all information systems, applications, infrastructure, and business processes that store, process, or transmit City-County data, including Criminal Justice Information (CJI) within the environment of Marion County and the City of Indianapolis.

### Policy

This policy governs planning activities associated with the development, implementation, operation, and maintenance of City-County internally managed systems as well as those operated by third-party service providers on behalf of the organization.

### System Security Plan

The Information Services Agency, with direction from agencies and departments will:

- a. Develop a security plan for each information system that:
  - a. Is consistent with the City-County enterprise architecture.
  - b. Explicitly defines the authorization boundary for the system.

- c. Describes the operational context of the information system in terms of missions and business processes.
  - d. Provides the security categorization of the information system, including supporting rationale.
  - e. Describes the operational environment for the information system and relationships with, or connections to, other information systems.
  - f. Provides an overview of the security requirements for the system.
  - g. Identifies any relevant overlays, if applicable.
  - h. Describes in place or planned security controls for meeting those requirements, including a rationale for the tailoring decisions.
  - i. Is reviewed and approved by the authorizing official or designated representative prior to planning implementation.
- b. Distribute copies of the security plan and communicate subsequent changes to the plan to authorized personnel and/or business units.
  - c. Review the security plan for the information system at least annually.
  - d. Update the plan to address operational changes or problems inside the information system or environment identified during plan implementation or security control assessments.
  - e. Protect the security plan from unauthorized disclosure and modification.

## **Rules of Behavior**

The Information Services Agency (ISA) will:

- a. Clearly establish and provide rules outlining user responsibilities and expected behavior regarding information system access and usage.
- b. Receive a signed acknowledgment from such individuals, indicating that they have read, understand, and agree to abide by the rules of behavior, before authorizing access to information and the information system.
- c. Review and update the rules of behavior.
- d. Require individuals who have signed an earlier version of the rules of behavior to read and re-sign when the rules of behavior are revised and updated.

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## Information Security Architecture

The Information Services Agency (ISA) will:

- a. Develop information security architecture for the information system that:
  - a. Describes the overall philosophy, requirements, and approach to be taken regarding protecting the confidentiality, integrity, and availability of organizational information.
  - b. Describes how the information security architecture integrates into and supports the enterprise architecture.
  - c. Describes any information security assumptions and dependencies on external services.
- b. Review and update the information security architecture no less than annually to reflect updates in the enterprise architecture.
- c. Ensure that planned information security architecture changes are reflected in the security plan, the security operations, and procurements/acquisitions.

## Defense-in-Depth Approach

The Information Services Agency (ISA) will:

- a. Design security architecture using a defense-in-depth approach that:
  - i. Allocates security safeguards to City-County defined locations and architectural layers.
  - ii. Ensures the allocated security safeguards operate in a coordinated and mutually reinforcing manner.

## Policy Compliance

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 City-County [Data Ownership Policy](#), under no circumstance is ISA considered the owner of any data originating in a different agency or department. ISA understands its 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.

## Exceptions

Requests for exceptions to this policy will be reviewed by the Chief Information Security Officer (CISO). Departments requesting exceptions will provide such requests to the CISO. The request should specifically state the scope of the exception along with justification for granting the exception, the potential impact or risk attendant upon granting the exception, risk mitigation measures to be undertaken by the ISA, initiatives, actions and a timeframe for achieving the minimum compliance level with the policies set forth herein. The CISO will review such requests and confer with the requesting department.

## Non-Compliance

Employees who violate this policy may be subject to appropriate disciplinary action up to and including discharge as well as both civil and criminal penalties. Non-employees, including, without limitation, contractors, may be subject to termination of contractual agreements, denial of access to IT resources, and other actions as well as both civil and criminal penalties.

## Definitions

(if applicable, explain definitions of terms in policy)

**Criminal Justice Information (CJI):** Information that is required for law enforcement purposes, including biometric, identity history, person, property, case/incident, and other data that must be protected under CJIS Security Policy.

**Information System:** A set of applications, services, hardware, software, and data used to create, store, process, or transmit information, including internal and third party-hosted systems covered by this policy.

**System Security Plan (SSP):** A formal document describing the system boundary, environment, security requirements, and the controls in place or planned to meet those requirements. Required for all systems handling CJI.

**Authorization Boundary:** A clear demarcation of all system components (hardware, software, services, interfaces) that fall under a single security authorization.

**Information Security Architecture:** The integrated design outlining how security controls, safeguards, assumptions, and dependencies protect confidentiality, integrity, and availability.

**Rules of Behavior:** Documented expectations for user responsibilities, proper system use, and required acknowledgments prior to granting access to systems containing CJI.

**Third Party Service Provider:** Any external vendor or partner operating information systems or services on behalf of the City-County and subject to the same CJI protection requirements.

**Defense-in-Depth:** A layered security approach where safeguards reinforce one another across multiple architectural levels.

## Related Policies and Standards

[Acceptable Use](#)

[Data Ownership](#)

[Data Classification Standard](#)

[Enterprise Security Program](#)

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Information Security Exception

## 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 Signatures:

|                                 |                                       |
|---------------------------------|---------------------------------------|
|                                 |                                       |
| Joseph O'Connor, IT Board Chair | Kate Kotan, Chief Information Officer |
| Date                            | Date                                  |

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**RESOLUTION 26-46****INFORMATION TECHNOLOGY BOARD****Resolution to Approve Information Services Media Protection 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, maintain, and periodically revise information technology guidelines, standards, and benchmark processes, including the formal governance and approval of security exceptions based on documented risk evaluation for subject agencies and authorized users;
- To develop, implement, and communicate IT service policies and administrative procedures that define requirements for requesting, reviewing, approving, and monitoring security exceptions, ensuring alignment with organizational risk tolerance and compliance obligations;

**WHEREAS**, the Information Services Agency ("ISA") has drafted a Media Protection Policy that provides requirements for the protection, handling, storage, transport, sanitization, and disposal of physical and digital media that contain or may contain Criminal Justice Information (CJI) within the Marion County and the City of Indianapolis environment.

The policy governs media protection from creation, access, labeling, storage, transport, re-use, sanitization, and destruction to ensure CJI remains confidential, available, and truthful in accordance with the [Media Disposal](#) policy and applicable federal, state, and local regulations.

**NOW THEREFORE BE IT RESOLVED** that the IT Board approves the attached Media Protection Policy set forth by ISA to be effective September 22, 2026,

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Joseph O'Connor, Chairman  
Information Technology Board

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Barbara Lawrence, Secretary  
Information Technology Board

September 22, 2026

# **Information Services Agency (ISA)**

## **Media Protection Policy**



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## Media Protection

### 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 (City-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

To ensure that Information Technology (IT) controls access to and disposes of media resources in compliance with IT security policies, standards, and procedures.

### Reference

National Institute of Standards and Technology (NIST) Special Publications (SP): NIST SP 800-53 – Media Protection (MP), NIST SP 800-12, NIST SP 800-56, NIST SP 800-57, NIST SP 800-60, NIST SP 800-88, NIST SP 800-100, NIST SP 800-111; NIST Federal Information Processing Standards (FIPS) 199

### Scope

This policy establishes requirements for the protection, handling, storage, transport, sanitization, and disposal of physical and digital media that contain or may contain Criminal Justice Information (CJI) within the computing environments of Marion County and the City of Indianapolis

### Policy

This policy governs media protection throughout the entire media lifecycle, including creation, access, labeling, storage, transport, reuse, sanitization, and destruction, to ensure the confidentiality, integrity, and availability of Criminal Justice Information in accordance with the [Enterprise Media Disposal Policy](#) and applicable federal, state, and local regulations.

### Media Access and Use

The Information Services Agency, with direction from agencies and departments, will:

- a. Restrict access to digital and non-digital media containing Criminal Justice Information (CJI) to authorized City-County personnel who have a valid business need and have been granted the appropriate privileges.

- b. Prohibit the use of unauthorized or unapproved information system media on City-County owned or managed equipment unless the media has been approved and configured with appropriate safeguards to protect Criminal Justice Information (CJI)
- c. Mark information system media indicating the distribution limitations, handling caveats, and applicable security markings of digital and non-digital information media.

## **Media Storage**

The Information Services Agency will:

- a. Specify staff to physically control and securely store media within defined controlled areas.
- b. Protect information system media until the media are destroyed or sanitized using approved equipment, techniques, and procedures.

## **Media Transport**

The Information Services Agency will:

- a. Protect and control media during transport outside of controlled areas.
- b. Maintain accountability for information system media during transport outside of controlled areas.
- c. Document activities associated with the transport of information system media.
- d. Restrict the activities associated with the transport of information system media to authorized personnel.

## **Media Sanitization**

The Information Services Agency will:

- a. Employ sanitization mechanisms with the strength and integrity commensurate with the security category or classification of the information.
- b. Sanitize prior to disposal, release out of organizational control, or release for reuse in accordance with the media sanitization standards in NIST 800-88 and in compliance with the requirements of the CJIS Security policy.

## Policy Compliance

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.

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## Exceptions (remove if not needed)

Requests for exceptions to this policy will be reviewed by the Chief Information Security Officer (CISO). Departments requesting exceptions will provide such requests to the CISO. The request should specifically state the scope of the exception along with justification for granting the exception, the potential impact or risk attendant upon granting the exception, risk mitigation measures to be undertaken by the ISA, initiatives, actions and a timeframe for achieving the minimum compliance level with the policies set forth herein. The CISO will review such requests and confer with the requesting department.

## Non-Compliance

Employees who violate this policy may be subject to appropriate disciplinary action up to and including discharge as well as both civil and criminal penalties. Non-employees, including, without limitation, contractors, may be subject to termination of contractual agreements, denial of access to IT resources, and other actions as well as both civil and criminal penalties.

## Related Policies and Standards

(if applicable, list all policies related to this policy)

[Data Ownership](#)

[Enterprise Security Program](#)

[Enterprise Media Disposal](#)

## 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](#) 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 Signatures:

|                                 |                                       |
|---------------------------------|---------------------------------------|
|                                 |                                       |
| Joseph O'Connor, IT Board Chair | Kate Kotan, Chief Information Officer |
| Date                            | Date                                  |

ISA CONTRACT REPORT <\$250,000  
2026

| Date<br>Approved | Dept.                 | Contract<br>Number | Vendor                                   | Description                                                                   | Annual \$<br>Amount | Total \$ Amount      | MBE/WBE/VBE<br>/DOBE | Notes                                          |
|------------------|-----------------------|--------------------|------------------------------------------|-------------------------------------------------------------------------------|---------------------|----------------------|----------------------|------------------------------------------------|
| 1/5/2026         | IMPD                  | 22051              | Lexis Nexis Matthew Bender               | Law enforcement record check reporting software                               |                     | Zero Dollar Contract | No                   | Database Subscription                          |
| 1/9/2026         | Coroner's Office      | 22053              | GovernmentJobs.com                       | NeoGov PowerPolicy Professional subscription, PowerTraining, & single sign on |                     | \$12,717.00          | No                   | Subscription Services (SaaS)                   |
| 2/2/2026         | ISA                   | 18150              | Infor Public Sector Inc                  | Professional Services                                                         |                     | \$150,000.00         | No                   | Software Maintenance                           |
| 2/2/2026         | ISA                   | 20664              | Technical Youth LLC                      | Staffing augmentation                                                         |                     | \$188,440.00         | No                   | IT Consulting                                  |
| 2/4/2026         | Sheriff's Office      | 22165              | Elkins Consulting LLC                    | Grant writing and related services                                            |                     | \$86,100.00          | Yes - WBE            | Consulting Services                            |
| 2/12/2026        | ISA                   | 21387              | V&J Consulting LLC                       | Engineering drawings of fiber infrastructure across the city-county           |                     | \$93,000.00          | Yes - VBE            | IT Consulting                                  |
| 2/23/2026        | ISA                   | 22191              | Waterfield Technologies                  | Support and maintenance for DBSN IVR                                          |                     | \$63,617.00          | No                   | Software, Maintenance, and Support             |
| 3/6/2026         | Community Corrections | 22180              | Rapid Financial Solutions LLC            | Electronic Banking Solution                                                   |                     | \$50,000.00          | No                   | Subscription Services (SaaS)                   |
| 3/31/2026        | Sheriff's Office      | 18202              | Global Tel Link Corporation              | Inmate Telephone Services                                                     |                     | Zero Dollar Contract | No                   | Outside Telephone Services                     |
| 4/7/2026         | ISA                   | 20664              | Technical Youth LLC                      | Staffing augmentation                                                         |                     | \$231,975.00         | No                   | IT Consulting                                  |
| 4/10/2026        | ISA                   | 16577              | Technology Recyclers LLC                 | Recycling Services                                                            |                     | Zero Dollar Contract | No                   | Recycling Services                             |
| 4/16/2026        | Sheriff's Office      | 22273              | Central Indiana Hardware Co Inc          | Dorma Kaba 1 Year Warranty Renewal                                            |                     | \$8,940.00           | No                   | Maintenance and Support                        |
| 4/16/2026        | DPW                   | 20096              | ClearlyEnergy Inc                        | management of building energy and compliance information                      |                     | \$49,090.00          | No                   | Subscription Services (SaaS)                   |
| 4/23/2026        | Election Board        | 22266              | Apgar Digital LLC                        | Vote.indy.gov                                                                 |                     | \$123,000.00         | No                   | IT Consulting                                  |
| 6/5/2026         | Sheriff's Office      | 21909              | Powerdms Inc                             | Government Jobs.com/Insight Subscription                                      |                     | \$88,618.54          | No                   | Subscription Services (SaaS)                   |
| 6/8/2026         | Treasurer's Office    | 22366              | AMERICAN FINANCIAL CREDIT SERVICES INC   | Collection of delinquent personal property tax debt                           |                     | Zero Dollar Contract |                      | Professional Service Agreement for RFP-49TRS-8 |
| 6/15/2026        | ISA                   | 22414              | System Innovators                        | iNovah software and maintenance                                               |                     | \$157,431.13         | No                   | Software and support (3 years agreement)       |
| 6/15/2026        | DMD                   | 22361              | Community Revitalization Training Center | Data management system for the new Homeowner Repair Program                   |                     | \$30,000.00          |                      | SaaS                                           |
| 7/9/2026         | Courts                | 22478              | Zephyr Data Group LLC                    | Support for detention utilization and case processing data                    |                     | \$10,000.00          |                      |                                                |
| 7/14/2026        | DPW                   | 22464              | Nearmap US INC.                          | support inspections and project planning.                                     |                     | \$123,023.25         |                      | Kevin Moore delegation signature               |
| 7/22/2026        | ISA                   | 22493              | ILOOKABOUT US INC                        | Sketch Conversion related to XSOFt migration                                  |                     | \$100,000.00         |                      |                                                |
| 8/4/2026         | 11EAL                 | 21047              | Neumo Records LLC                        | Revenue recovery debt collection software                                     |                     | \$0.00               |                      |                                                |
| 8/4/2026         | Sheriff's Office      | 22492              | OD Security North America LLC            | Adult Detention Center's body scanners.                                       |                     | \$64,500.00          |                      | Software and support                           |
| 8/25/2026        | Courts                | 22598              | Telamon Corp.                            | Antenna maintenance and monitoring services                                   |                     | \$6,799.96           |                      |                                                |
| 9/10/2026        | DPW                   | 20096              | ClearlyEnergy Inc.                       | Energy compliance information management                                      |                     | \$64,130.00          |                      | Amendment 3                                    |
| 9/11/2026        | IMPD                  | 21691              | Iris Intel Inc.                          | Real Time Crime Center for use in request tracking and statistical review     |                     | \$241,552.24         |                      | Amendment 1                                    |