

**ADMINISTRATION AND HUMAN SERVICES
STANDING COMMITTEE MINUTES
Monday, May 18, 2020**

The meeting of the Administration and Human Services Standing Committee was held on Monday, May 18, 2020, at 5:29 p.m., remotely via Zoom. The following members were present: Commissioner Markley, Chairman; Commissioners Philbrook, Kane, Ramirez and Bynum. The following officials were also in attendance: Emerick Cross and Alan Howze, Assistant County Administrators; Henry Couchman, Senior Attorney; Kevin Bibbs, IT Director (via phone); Alley Porter, Commission Liaison; Rocki Mayes, Program Supervisor in County Administrator's Office.

Chairman Markley said before I call this meeting to order I want to announce that due to COVID-19 all committee members, staff and public are attending remotely via Zoom. All participants joining by phone should mute their phones when not speaking to avoid background noise. During the meeting, please make sure that you announce yourself by name and title every time you speak so the public, that is observing, knows who is speaking. This is critical given the number of remote participants as current guidance from the Kansas Attorney General. Due to COVID-19 requirements, public comment has been suspended unless otherwise required by law. The public has been allowed to submit comments by email prior to the meeting and the comments will be included in the record of the meeting.

Chairman Markley called the meeting to order. Roll call was taken and all members were present as shown above.

Approval of standing committee minutes from March 23, 2020. **On motion of Commissioner Bynum, seconded by Commissioner Ramirez, the minutes were approved.** Motion carried unanimously.

Committee Agenda:

**Item No. 1 – 20150... REAPPOINTMENT: REACH HEALTHCARE FOUNDATION'S
COMMUNITY ADVISORY COMMITTEE**

Synopsis: Reappointment of Rachel Jefferson to REACH Healthcare Foundation's Community Advisory Committee (CAC) for a 3-year term from June 1, 2020 through May 31, 2023, submitted by Alley Porter, Commission Liaison.

Alley Porter, Commission Liaison, said this is a request from Brenda Sharp, the President and CEO of the REACH Foundation to reappoint Rachel Jefferson to their Community Advisory Committee. Rachel has already completed one term and is eligible for a second term.

Chairman Markley said this committee did appoint Ms. Jefferson the first time around. Are there any questions for committee members on this item? **Commissioner Bynum** said just assuming and hoping that Rachel Jefferson has agreed to continue to serve. **Chairman Markley** said yes that's correct.

Action: **Commissioner Bynum made a motion, seconded by Commissioner Philbrook, to approve.** Roll call was taken on the motion and there were five "Ayes," Philbrook, Kane, Ramirez, Bynum, Markley.

Item No. 2 – 2011...UPDATE: TECHNOLOGY INITIATIVES

Synopsis: Update on technology initiatives including connections to the UG fiber network, upgrades to UG geospatial technology, and the UG's move into cloud technologies, submitted by Alan Howze, Assistant County Administrator.

Alan Howze, Assistant County Administrator, said this evening we have an update and I'll be turning it over to Kevin Bibbs, Director of Information Technology. He'll be talking about actions that his team has been taking, both to help respond to COVID-19 as well as to write an update on fiber and the implementation of the fiber network across the community to the UG facilities, which will tie back to the earlier presentation that you heard from Deputy Chief Quinn on body cameras so with that I will turn it over to Mr. Bibbs.



UG NETWORK AND TECHNOLOGY & INFRASTRUCTURE UPDATES

Kevin Bibbs – Director of Technology

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COVID-19 RESPONSE

Pre Covid-19

- Deployed new firewall to enhance security and connectivity
- Deployment of Endpoint protection to all UG employees
- Upgrading Desktop machines to Microsoft Windows 10
- Started testing VPN connectivity to UG

During Covid-19

- Deployed an additional UGACCESS2 portal – the VPN solution for remote connection to UG desktop
- Established an ITHelpDesk email for employees to email for assistance
- Implemented a tool to remote assist on any device that has internet capability, desktop, ipads, mobile
- Providing all eligible UG employees access to UGACCESS
- Assisting Health Department and 3-1-1 with telephony needs
- Website team developed, deployed and updated COVID-19 webpage on new OpenCities platform

Kevin Bibbs, IT Director, said first here our COVID-19 response so pre-COVID-19 we deployed a new firewall to enhance security and connectivity. We also deployed EndPoint protection to all UG employees which work hand in hand with our firewall to try to—**Commissioner Kane** said I'm having a hard time hearing you. **Mr. Bibbs** said still trying to provide an extra layer of

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security. **Alley Porter, Commission Liaison**, said there's kind of a static when you're speaking. **Emerick Cross** said you're having feedback. **Mr. Bibbs** said my apologies. I'm going to try to connect via the phone.

Mr. Bibbs said back to our COVID-19 response. We deployed a new firewall with the enhance security and connectivity. The deployment of our Endpoint protection to all of our UG employees provides an additional layer of security. We've also been working really hard at getting our desktop machines upgraded to Windows 10. During this time, also, we started our VPN connectivity to the UG.

During COVID-19, understanding how important remote capability was going to be, we've deployed an additional UGACCESS2 portals would provide access into your connection with the UG as if you were sitting at your desk. We've established an ITHelpDesk email for employees to actually email for assistance if they happen to be out of the office and we recently implemented a tool to remote assist on any device that has internet capability. That includes desktops, iPads and even mobile phone devices which has been great for my team.

We are providing all eligible UG employees access to UGACCESS or some type of VPN software. We have been assisting the Health Department and 3-1-1 with any telephony needs or IVR changes. The team has also been working for a website development and deployed an updated COVID-19 with our new OpenCities platform. This platform provides the ability for responsiveness with mobile devices as well as ADA compliance out of the box, digital form, and we also are looking into the multiple languages feature.

Mr. Howze said back to that slide real quick, if you want to just talk in terms of the numbers of employees, early days of the COVID-19 response that the team set up with remote access immense people, there were several hundred employees, as I recall that went from being physically housed to working remotely. **Mr. Bibbs** said sure, I definitely would say in the early days we probably stayed between 50 to 100 individuals that were connected. Currently, I believe, the last check we were somewhere around 300 or 400, total number of employees and probably more that actually have access. As we get into the next slide with Office 365, you'll see that still some are using additional technology and not actually needing to have their entire desktop.

Mr. Howze said from the span of just a couple of weeks, the DOTs team was able to work with departments across the UG to get employees who hadn't previously had the ability to work remotely, access and get them whatever they needed to be able to do their jobs remotely and to continue to provide the services that our residence and our businesses need from a different location.

INFRASTRUCTURE AND APPLICATIONS TO THE CLOUD

- Enhanced security - Expanded flexibility - Increased redundancy
- Migrating applications to Software as a Service
 - Email (Office 365)
 - Microsoft Dynamics (3-1-1 system)
 - Website software
 - Parks and Recreation software
- Established UG's first cloud infrastructure environment
 - Moving Geospatial systems to Microsoft Azure Government Cloud
 - Accela upgrade being built in Azure Government Cloud

Mr. Bibbs said so infrastructure and applications to the cloud, so enhanced security expanded flexibility and increased redundancy are three key components that we try to keep in mind as we look at our applications as we move forward. Email, our Office 365, allows most users to be able to get to their email and other Microsoft products by just going to portal.office.com provided a great access to our employees during this particular time.

Microsoft Dynamics, which is the 3-1-1 system, is currently hosted as a software as the service are fast as it's commonly referred to and it is in the cloud as well which has allowed our 3-1-1 group to continue to provide the great customer service that our community has been aware of. Our website software, our Parks and Rec, are two other software as a service application that will be hosted in the cloud as well.

We have also, during this time, established the UGs first cloud infrastructure environment with our Geospatial System being in the Microsoft Azure Government Cloud, which again

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provides that enhanced security, flexibility and redundancy that we're looking for. We believe with that solid foundation that as we move into our Accela upgrade, this will provide a great foundation for the future.

UG NETWORK PROGRESS

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| <ul style="list-style-type: none"> • Connections Completed in 2019 • Police Special Operations Unit • Hutton Road Fire station • NRC • Fleet • Annex • Aging • Elections Office • Health Center • Juvenile Justice Center • 911 to City Hall South route • Completed Ring Design – North & South Loop • Acquired backup internet provider | <ul style="list-style-type: none"> • 2020 Connections • Community centers near fiber lines • Kensington Community Center • Argentine Community Center • Armourdale Community Center Pending: <ul style="list-style-type: none"> • Beatrice Lee Center • Eisenhower Community Center • Fire Stations 12, 6, 19, 7 • Fire stations near existing fiber lines • Speedway Operations Center • Animal Control • Memorial Hall • Replacing Fiber within city hall • Begin connecting traffic signals |
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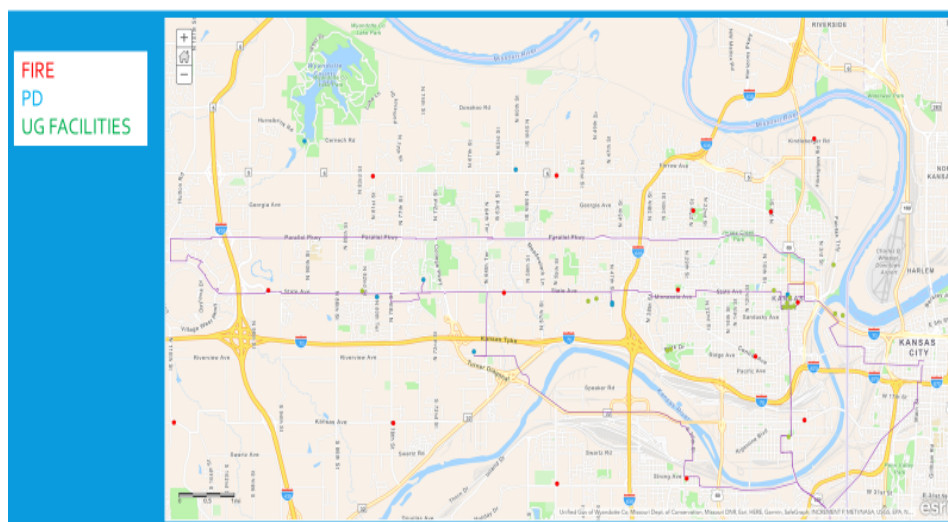
Next, our UG network progress, so for connections and completed in 2019 there were quite a few for the Police Department, the Police Special Operations Unit, you got Fire Department with Hutton Road, our NRC, Fleet, Annex, Aging, our Election Office, our Health Center, our Juvenile Justice Center, and our 911 to City Hall our south route; which actually completed our ring design of the north and the south loop which we'll show in the next slide. It's very critical because, again, back to our flexibility, security and redundancy, this loop actually gives us the opportunity to withstand a fiber cut at any of those locations without causing any down time, which is great.

We have also acquired a backup internet provider in Unite Private Networks, to again as another level of redundancy, to be able to prioritize traffic. In 2020 the community centers that are near the fiber lines; Kensington Community Center, Argentine and Armourdale, they currently have fiber run into those buildings. Unfortunately, due to COVID-19 progress has had to slow but we're excited to be able to get back in there when time provides so we can set up WiFi and be able to provide that service to our community. Those that are pending are Beatrice Lee, Eisenhower, there are a number of fire stations as well as those that are near the fiber lines. We've had

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discussions with the Speedway Operations Center, the Animal Control with the PD, as well as Memorial Hall and we will start looking at replacing fiber within City Hall to be able to provide a faster connection to those employees that are in those buildings. Lastly, we will be working with the Traffic Department to get the traffic signals connected to the fiber.

FIBER MAP



I just wanted to be able to provide a map and so just to give you a little information, the purple is actually the fiber as it exists today. The red dots are for the fire stations, the blue are the PD stations and the green, which I apologize, that they appear to be blended in, but those are the UG facilities.

Mr. Howze said, Commissioners, as you may recall, the initial emphasis for fiber was in support of the body camera project from the PD and so that the original design of that was then leveraged to look at where are other UG facilities, where at large that could be connected to the fiber and also where those community benefits that could be developed by providing public Wi-Fi access in places like our community centers. Phase 1 has been completed which was the connection of all the police station locations to support the body cameras. Then, Phase 2 there was some additional sites such as the special operations site for PD, still looking at Animal Control as a next site as well.

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Next was to start connecting with other UG facilities, so as Kevin said, the Annex, Election Office, all those sort of facilities came as part of that Phase 2 and now we're really at kind of Phase 3 which is connecting up fire stations that are along existing routes as well as the new Station 12, on Hutton Rd. & Leavenworth. We have over the last couple of years made considerable sort of steady progress in connecting up locations onto kind of main fiber network and with that opened up new possibilities and new options for both how we provide things like Wi-Fi to the residents but also the capabilities that UG employees can take advantage of within those locations. We just want to give you in this update and get back to the original origins, if you will, of the goal with having a UG specific fiber network.

Chairman Markley said I would now just say I think moving it toward VPN usage and towards the cloud is something the business world has obviously been stepping toward or has already stepped into. As is, no offense guys, but as usual the Government tends to be a step behind those developments and I think this virus sort of pushed us forward at probably a greater pace than we might otherwise have moved into that world. I think it's good and I think it's the right direction for us to go as an organization and (inaudible) to provide access to information outside of these walls. I appreciate the update. Are there any other questions from any other commissioners?

Action: Information only.

Adjourn

Chairman Markley adjourned the meeting at 5:50 p.m.

mbb

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