WAUKESHA COUNTY
INFORMATION TECHNOLOGY

2024
Information
Technology
Year in Review

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Year in Review

The Information Technology Division continues to strive to be a trusted partner in delivering and supporting positive outcomes through technology innovation. We are fortunate to serve many of you and your efforts across the County.

Within this Year in Review, our 3rd annual edition, you will see a summary of our teams and service areas. We've gathered key metrics and spotlighted standout accomplishments from the year, along with a preview of future initiatives. The content highlights the value provided in close collaboration with you, our customer partners.

There are two County-wide projects that are set to launch this year. Both will have a substantial positive impact to internal staff and the constituents, vendors, and guests that we partner with. The first, is the external Website Redesign. Users will notice significant enhancements to the user experience, accessibility, and communication. The second is the rollout of our Enterprise Resource Planning (ERP) system, Workday. It is a unified system, supporting all Human Resources, Time-tracking, Payroll, and Financial activities. The Workday mobile app will enhance the Workday experience with an efficient and intuitive method to manage newly streamlined processes.

2025 is going to be an exciting year! Thanks for your engagement and feedback.

Lance Spranger
Chief Information Officer

Meet The IT Management Team

Lance Spranger
Chief Information Officer

Rick McMillin
Operations Manager

John Hinchey
Project Management Office Manager

Robert Fyfe
Public Safety Systems Manager

Sandra Masker
Application Support Manager

Kevin Koenig
Solutions Manager

Nicholas Corozza
Security & Compliance Coordinator

IT Team Members

Operations

Arianna Lammar
Brian Heinz
Chue Lee
Colin Reilly
Colleen Wagner
Danny Goodman
David Link
Eric Meisner
Jim Krull
Jim Sitter
Kevin Marquardt
Melissa Kottke
Rachel Lo
Rich Haufschild
Samuel Zirzow
Sean Weinstock
Troy Kutil

Admin Services

Brittany Genrich
Jenny Wilson

Solutions

Brian Nevermann
Fue Yang
Jennifer Harris
John McMurry
Marica Golla
Michaeljon Murphy
Padma Mohanram
Ross Baker
Ryan Brown
Ryan Mokelke

Public Safety Systems

Alex Herrera
Dennis Herrera
Gregory Grandinetti

Security & Compliance

Ben O'Donnell
Edward Ortiz
Kevin Chelig

Application Support

Alesander Romero
Analyn Sobczak
Bill King
Charles Brimmer
Dustin Casper
Cindy Emery
Mark Wickstrom
Mary Weber
Uny Varh

Project Management Office

Amber Botsch
John Gorski
Lana Loginoff
Laura Zander
Michael McAdams

Meet The IT Teams

Each of our teams has a primary area of service. They are experts in their area and work collaboratively across teams to deliver excellent business and clinical success.

Public Safety Systems
Led by Robert Fyfe

The Public Safety Systems team provides cutting-edge technology solutions designed to support the critical operations of law enforcement, fire departments, emergency medical services, and other first responders. Their platforms help streamline communication, enhance data management, and ensure secure, real-time access to vital information, enabling quicker decision-making and more efficient response times. With robust security features and user-friendly interfaces, their systems help safeguard communities, improve operational efficiency, and ultimately save lives when seconds count.

Key Responsibilities:
- Computer-Aided Dispatch Systems
- 911 and Non-Emergency Telephony
- Law Enforcement Records Management
- Partner Agency Interfaced Systems
- Mobile Data Systems

IT Security & Compliance
Led by Nicholas Corroza

The IT Security & Compliance team, which includes experts from Records Management and Mailroom Operations, safeguards the County's information systems by adhering to laws, regulatory requirements, and standards. They implement robust security measures, conduct risk assessments, and maintain policies to prevent threats and data breaches while ensuring compliance and managing IT risks. By collaborating with Corporation Counsel and Risk Management/Purchasing, they align their security strategies with legal and risk objectives. Records Management promotes adherence to Wisconsin public records laws by managing the retention and disposal of physical records. The Mailroom staff facilitate communications by efficiently routing all correspondence.

Key Responsibilities:
- Threat response
- Compliance
- Risk management
- Staff training
- Policy enforcement
- Data privacy
- Record storage
- Retention management
- Mail processing

Application Support
Led by Sandra Masker

Key Responsibilities:
- Application:
  - Troubleshooting
  - Configuration & Documentation
  - Updates & Upgrades
  - Maintenance & Enhancements
  - Monitoring & Reporting
- Strategy Roadmap
- Vendor Management

The Application Support Team ensures the seamless operation and availability of critical software applications essential for business processes. They handle troubleshooting, regular maintenance such as updates and patches, and manage upgrades to enhance performance and security. By bridging the gap between end-users and technical teams, the team provides essential training, documentation, and support. They actively monitor application performance, identify recurring issues, and recommend improvements, collaborating with IT teams, the business, and vendors to tackle complex problems and ensure alignment with organizational goals and compliance standards. Their goal is to create a reliable, user-friendly environment that supports the County's business strategy.

Operations
Led by Rick McMillin

Key Responsibilities:
- Networking
- Server & storage
- Telecommunication
- User accounts
- Email & Teams
- Service desk
- Hardware & software
- A/V & conference tech
- Printer support
- Mobile devices

The IT Operations Team, which includes Infrastructure and Service Operations, is essential for County operations. The Infrastructure division manages network connectivity, server performance and security, as well as data storage and backups, ensuring reliable telecommunications and secure user accounts. Their work supports current needs and future growth, aligning with organizational goals. The Service Operations division provides first-line support by offering prompt help desk assistance, managing hardware and software, and supporting A/V and conference technologies. They also oversee printer and mobile device management, ensuring secure and efficient operations across the County.

Data & Solutions Engineering
Led by Kevin Koenig

The IT Solutions Team, which includes Solutions Engineering and Data Management, enhances the County's technology framework with scalable systems and Solution Architecture Delivery, focusing on efficient Application Development and Low-Code methods. By prioritizing User Experience, the team ensures intuitive interactions for residents and staff. The integration of Enterprise Architecture and Process Integration facilitates seamless information flow. Automation and AI are utilized to optimize processes and support smart decision-making. Data Management transforms data into a strategic asset, emphasizing Data Quality and Governance, extracting insights through AI and ML, and unifying sources for real-time insights. Their Dashboards empower departments with data-driven tools for improved service delivery and governance.

Key Responsibilities:
- App Development
- Integrations
- Web Design
- Process Automation
- Enterprise Architecture
- Artificial Intelligence
- Machine Learning
- Process Automation
- Data Governance
- Data Architecture
- Data Analytics
- Advanced Reporting & Dashboards

Projects and Business Enablement
Led by John Hinchey

The Projects and Business Enablement Team, comprising Project Management, Business Analysis, and Business Relationship Management, leads IT-related projects across County departments. Project Managers deliver projects on time and within budget, utilizing various methods tailored to each project, while collaborating with stakeholders and teams. Business Analysts translate business needs into technical solutions, bridging IT and departments to enhance service delivery. Business Relationship Managers serve as strategic liaisons, aligning IT services with business needs and promoting technology solutions for optimized processes.

Key Responsibilities:
- Project Management
  - Budget
  - Communication
  - Risks & Issues
- Stakeholder Relations
- Business Enablement
- Coordination of services
- Process Mapping
- Requirements gathering

County awarded Cybersecurity Grant

The IT division was awarded the State and Local Cybersecurity Grant. This federal grant is administered by Wisconsin Emergency Management and the Division of Enterprise Technology. The goal of the State and Local Cybersecurity Grant Program is to help states' local governments, rural areas, and school districts to develop security based on systems already in place to maximize operational interoperability, minimize cost while incorporating an organizations' knowledge of existing systems here in Wisconsin.

The funds will be allocated to integrate advanced sensors and AI-driven analytics to enhance real-time monitoring and threat detection across critical infrastructure. This includes implementing software for automated alerts and response coordination, improving emergency response times, and bolstering overall public safety. Additionally, the grant will support staff training on new technologies and systems, ensuring that personnel are equipped to effectively manage and utilize these enhancements. This comprehensive approach aims to create a more responsive, efficient, and resilient IT infrastructure for the County.
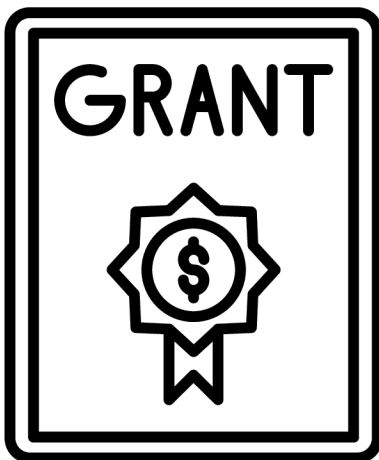
Our Year By The Numbers

11,538
Service Desk Tickets Completed

1.21
Gigawatts
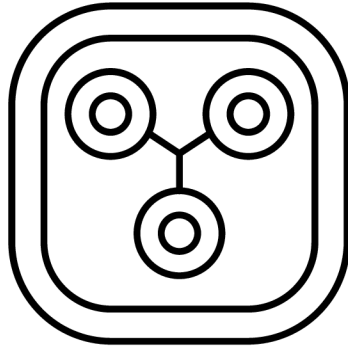
380
Laptops Deployed

150
Monitors Deployed

50
Desktops Deployed
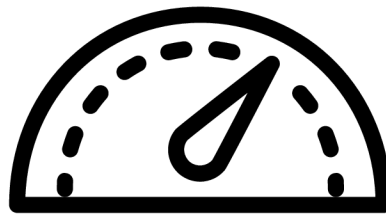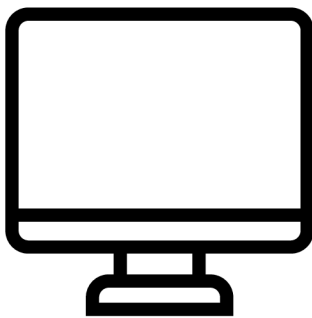
88
MPH
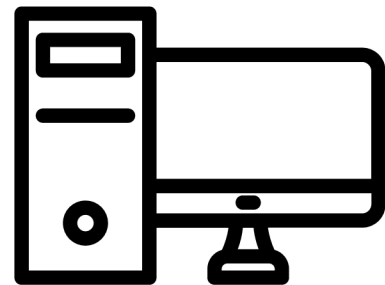
Projects Completed **75**
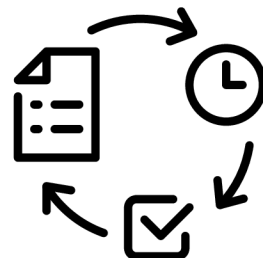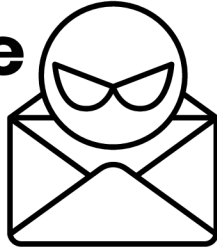
2,473,733 Emails Sent
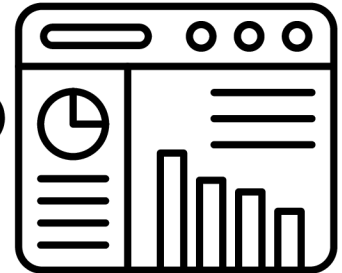
8,744,122 Emails Received
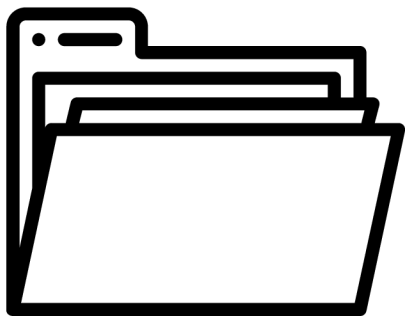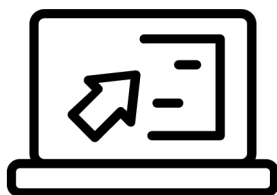
437 Malware Emails Blocked

28 Data Dashboards

125TB Data Stored

SharePoint Files **1.96M**

189 Applications Supported

Project Highlights

Streamlined Always-On VPN

Our implementation of the new always-on VPN solution has greatly streamlined remote work for employees. By offering seamless and secure connectivity, it has not only facilitated easier and more efficient remote access to the organization's network but also significantly enhanced the overall security posture. This cutting-edge solution ensures that employees can work from anywhere without compromising data integrity or security protocols.

> *Have I told you enough that I REALLY like no longer needing to go through the extra VPN login steps!!!!*
> -Anonymous

Next-Gen Protections Against External Attacks

We have successfully implemented a range of new security measures designed to shield our systems from distributed denial of service (DDoS) attacks. These attacks aim to overwhelm our network by flooding it with traffic, which can cause significant disruptions. By enhancing our defenses, we ensure that our services remain reliable and uninterrupted, providing a seamless experience for everyone. This proactive approach demonstrates our commitment to maintaining the highest level of security and protecting our valuable resources from external threats.

Computer-Aided Fire Dispatching Optimization

We tackled redundancy in our computer-aided dispatch (CAD) software by partnering with fire department representatives across the County Communications network of agency partners. The focus was on refining determinant code tables that guide first responder actions. This effort led to a 75% reduction in determinant codes, enhancing the user experience for WCC telecommunicators and fire/EMS personnel. The project also benefited leadership and Public Safety Systems Administration staff who manage response plans linked to these codes.
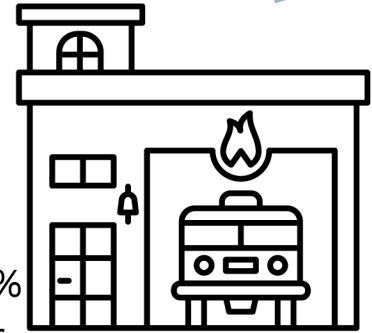
Pulsepoint Mobile Application
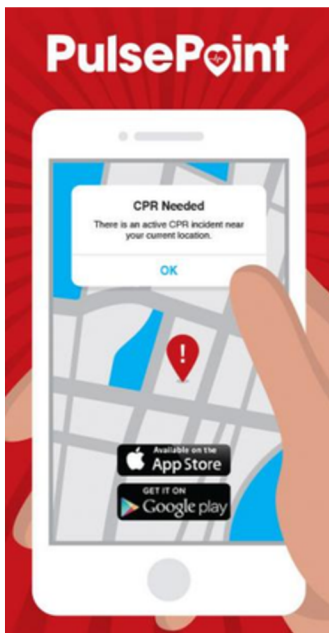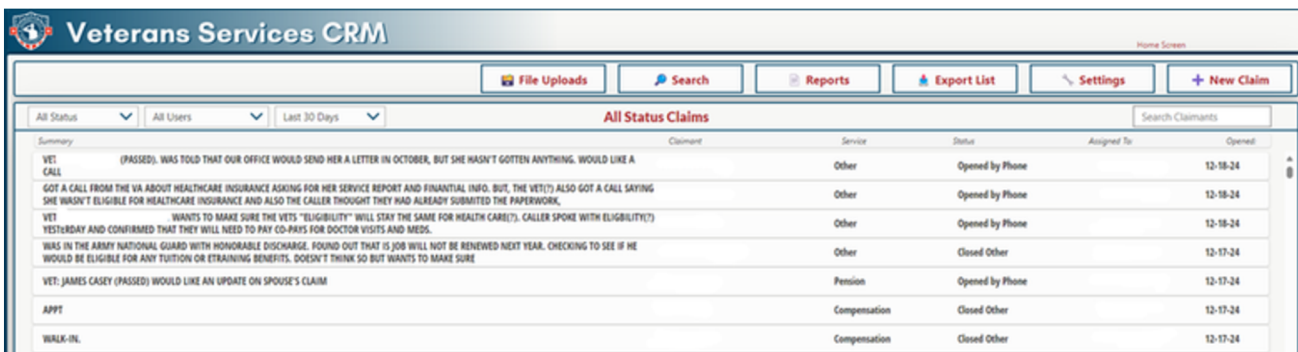
We strengthened emergency response through the PulsePoint app by sharing AED and Overdose Aid Kit (OAK) locations. This project was a collaborative effort between County's Health and Human Services Department and the Emergency Communications Center. This app enables receiving real-time EMS and Fire call updates. While the general information is accessible to the public, registered Professional Responders, gain detailed insights, including advanced call notes and routing. This access allows first responders to handle emergencies, such as cardiac arrests, whether on or off duty, if nearby. This enhances the capabilities of County Fire and EMS agencies, improving response times and community safety.

Veteran Services CRM

Our solution manages interactions between the Veterans Services Office and veterans, covering both in-person and phone contacts, with the capability to take contacts from a self-service web form in the future. It offers a streamlined contact management system, allowing staff to access past interactions for personalized service. This enhances our work management efficiency, automating routine tasks and providing comprehensive visualization and CSV export capabilities for data reporting. Overall, our solution not only optimizes workflow but also prepares our office for future technological advancements, ensuring sustained relevance and improved service delivery to veterans.

Recording Notification Service (RNS)

The Register of Deeds office sought our help to implement a Recording Notification System (RNS), enhancing property owners' awareness of real estate records. It notifies owners of recorded activities like deeds, liens, or mortgage transfers, ensuring unauthorized changes are noticed. Though not a direct fraud alert, RNS helps safeguard property records with automatic alerts, preventing undetected fraud. Collaboration between the Register of Deeds, IT, and the vendor enabled the swift delivery of this service.

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New Dashboards and Reports

This year we rolled out 28 data dashboards and reports, supercharging data-driven decision-making around the County. A standout project was the HHS Director's dashboard, aligning selected division management to HHS Directors, making it easier to keep everyone focused on fiscal accountability. This work saved the County an estimated 1,080 direct labor hours annually! No more inefficient staff hours spent gathering, manipulating, and reporting data. This means more time for crucial activities, helping Waukesha County work smarter, not harder. Cheers to progress and innovation making waves!

Electronic Safety Check Logs

We worked to implement Observsmart for the Clinical Division at HHS which had been completing safety checks on patients on paper every 15 minutes, which resulted in a lot of paper, insufficient accuracy, and no clear accountability. The division needed an electronic version to be able to time stamp that staff were doing the safety checks, and were in compliance. The electronic version, on an iPad, provided increased time savings, regulatory compliance and evidence that the check was done. Clinical Supervisors are able to generate reports for staff feedback on an ongoing basis, enabling the division to work smarter.

The Exciting Year Ahead

Waukesha County is poised for an exciting year of transformative technological changes designed to enhance service delivery and address budget constraints. Key advancements include the integration of Artificial Intelligence (AI), Workday Enterprise Resource Planning (ERP) Software, and a redesigned public-facing website.

AI is redefining county operations through powerful data analytics. This technology aids in efficient decision-making and trend forecasting, optimizing resource allocation in public safety and improving response times, all while reducing costs. Future AI-powered chatbots may also offer continuous support, streamlining resident interactions and minimizing the need for costly in-person services.

Switching to Workday ERP software marks a significant leap forward. This integration consolidates financial and HR processes, bolstering data accuracy and operational efficiency. By reducing manual tasks and operational costs, resources can be reallocated to crucial areas. Real-time reporting will enhance strategic planning, and the system's scalability ensures adaptation to evolving needs without significant extra expenses.

The website redesign is set to revolutionize public interaction, featuring intuitive navigation and easy access to information, reducing personal interaction costs. With a responsive design ensuring accessibility across devices and interactive features to keep residents informed, it's a leap forward in engagement.

These innovations highlight an exciting year ahead for Waukesha County, bringing efficient service delivery, financial stability, and enhanced operations for a connected community.
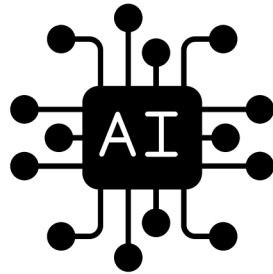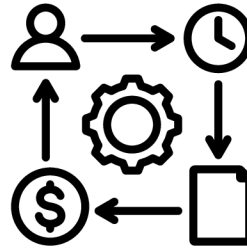
Looking Forward
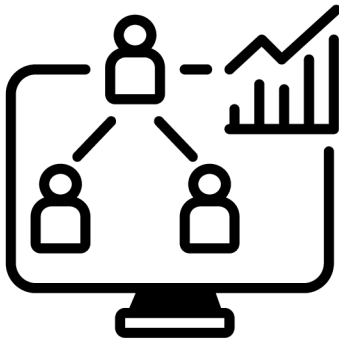
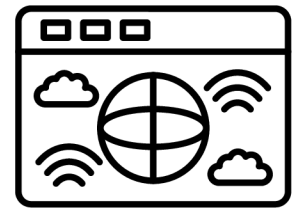**ERP & HCM Launch**
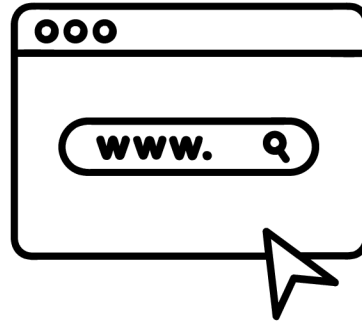
Website Launch

Data Driven Decisions
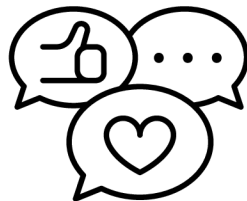
Artificial Intelligence

Project Management Enhancements

Connection Site Redesign

Windows 11

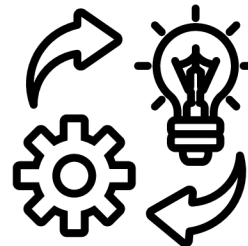**More IT Feedback Opportunities**

Election Support

IT Service Desk Enhancements

IT Security

Data Governance

Process Modernization

Courthouse Renovations

Meet Wauk-E: Your New AI Assistant

Waukesha County is embarking on a technological revolution with the launch of Civia's GovAI, affectionately branded as "Wauk-E."

Designed as an advanced generative AI tool, "Wauk-E" is set to transform government operations by enhancing creative processes, facilitating innovative problem-solving, and enriching public engagement through dynamic content generation. It offers capabilities that go beyond traditional methods by assisting staff with generating insightful reports, drafting policy suggestions, and crafting communications.

With "Wauk-E," departments can leverage AI to share information across systems and utilize real-time analytics to support comprehensive policy development and strategic planning. Priority is given to ethical implementation and data security, assuring transparency and citizen trust while protecting privacy. This innovative approach elevates Waukesha County as a leader in public service, merging technology with governance to enhance service delivery and community satisfaction.

The introduction of "Wauk-E" signifies not just an enhancement of workforce capabilities, but also the beginning of the County's exploration of generative AI. Our IT teams actively seek to collaborate with county stakeholders, remaining open to exploring future AI solutions that further innovation and service excellence. You can try it now by scanning the QR Code or visiting: https://us.govai.com/login

TRY NOW

Customer Satisfaction

The County's goal for customer service is an average score of 4.65. In 2024, our team received 924 satisfaction survey responses with an average rating of 4.86.
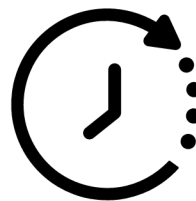
4.86/5.0 Average Score
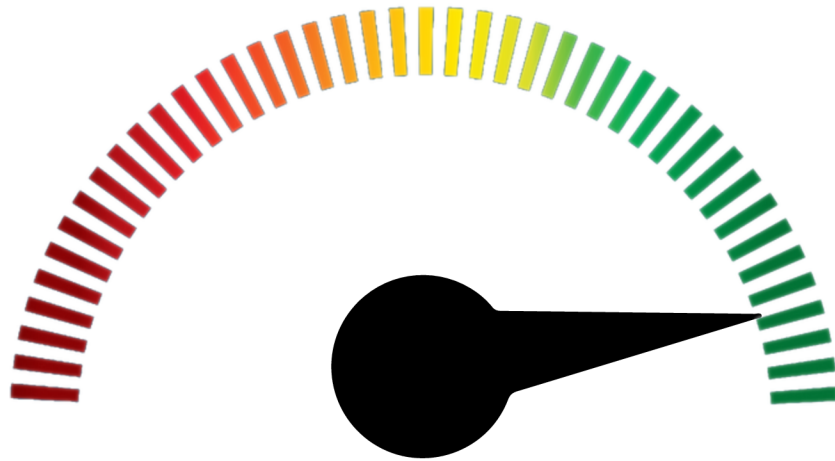
Accuracy
4.86/5.0

Accessibility
4.85/5.0

Attitude
4.91/5.0

Communication
4.85/5.0

Timeliness
4.84/5.0

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