

## **BROWN COUNTY**

- VIII, B - IT Update
- IX, A & B - Resound: Juvenile Probation & Veteran's Building
- IX, C - IT Projects & ARPA
- IX, D - Hardware Recycling
- IX, E - 8x8 Phone Service

**October 2, 2023**



*October 2, 2023  
(Exhibit #6)*

*Pages 1-8 of 20 pages*

# BROWN COUNTY

## *Information Technology Update*

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**Our Goal** is to provide professional, pro-active, standards based, Enterprise-Level Support to ensure the maximum up-time and reliability;

While keeping costs manageable, ensuring users can Maximize their potential in serving their customer, the taxpayer.



Samuel R. Goldsmith

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**Reporting Period: 3/20/2023 to 9/20/2023**

### **I. UPDATES & ISSUES - highlights**

1. Implemented new Firewalls & Monitoring
2. Implemented Internet Filtering & Secure DNS
3. Built out IT Parts Depot
4. Worked Outages (Server, Network, Applications)
5. Moved to New Licensing
  - a. Office Applications to M365/O365
  - b. Adobe Government Licensing (Cost Savings)
6. Moved to "dot Gov" - browncountytexas.gov
7. Deployed New Internet
  - a. Fiber to Courthouse & LEC (Conterra & Astound)
  - b. Fixed Wireless to Juvenile Probation & Veteran's Services (Resound Networks)
8. Migrated to New Phone Services for Juvenile Probation & Veteran's Services
9. Replaced Livescan Machine at no cost by entering into an agreement with DPS
10. Completed numerous reviews of Virus/Malware alerts
11. Re-Built IT Equipment Cabinets in Courthouse Server Room
12. Completed Recycling & Clean-Up of old Technology items
13. Met with the City of Brownwood IT (once per quarter)
14. Conducted Brown County IT Committee Meetings (usually every 4-6 weeks)

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# BROWN COUNTY

## *Information Technology Update*

### II. TICKETS

Period	3/20/2023 to 9/20/2023
	Number of Tickets
Critical	130
High	159
Medium	525
Low	33
<b>TOTAL</b>	<b>847</b>
<i>User Requested Tickets</i>	<i>647</i>
<i>Automated Alerting Tickets</i>	<i>200</i>

### III. PROJECTS

1. Computer Streamlining / Re-Naming
  - i. Reviewed each Department and all PC's
  - ii. Labeled & Accounted for all PC's in Monitoring Systems
  - iii. Technology Assessment originally un-covered 155-160 PC's
  - iv. After completing this process we now know there are 190 PC's, including 8 servers
  - v. Reviewing Replacement game-plan and strategy to reduce number of devices *(Note: Even with Reductions, expect number to grow with adding Patrol Cars to the system)*
  
2. Deployment of New PC's
  - i. Deployed all PC's in County Inventory purchased prior to March 2023
  - ii. Deployed new PC's funded by CSCD
  - iii. *Waiting additional funding to address needs*
  
3. Software Evaluation
  - i. Reviewed NetData Setup
  - ii. Started discussions & discovery meetings with Tyler Technologies to re-visit proposal from the Fall of 2021

# BROWN COUNTY

## *Information Technology Update*

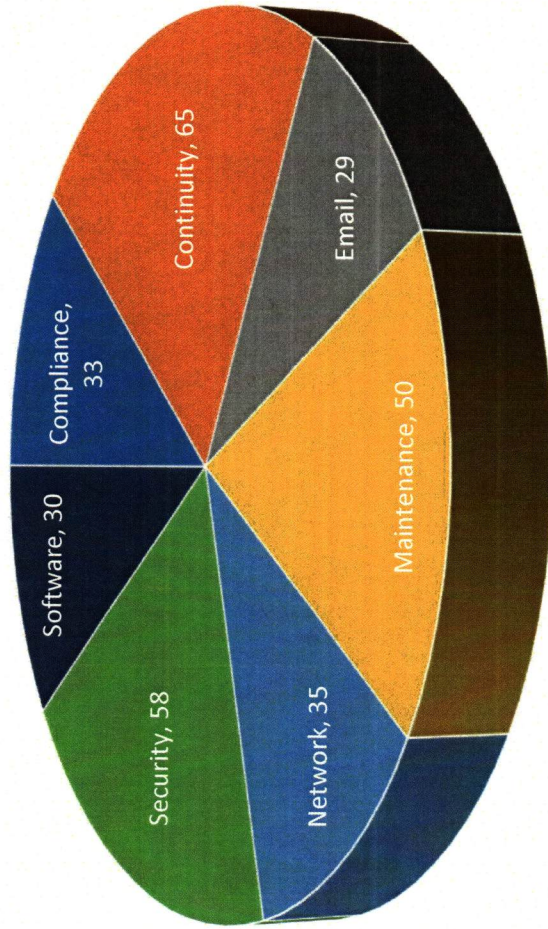
4. Review of Sheriff's Office Patrol Car Projects
  - i. Worked with Chief Deputy to get Vendor (WatchGuard) to return older equipment that was purchased but had not been installed
  - ii. Vendor gave the county a full credit to go towards newer equipment
  - iii. Working on outfitting needs for new patrol cars, as a part of the IT capital project

### **IV. FUTURE ITEMS THAT NEED TO BE ADDRESSED**

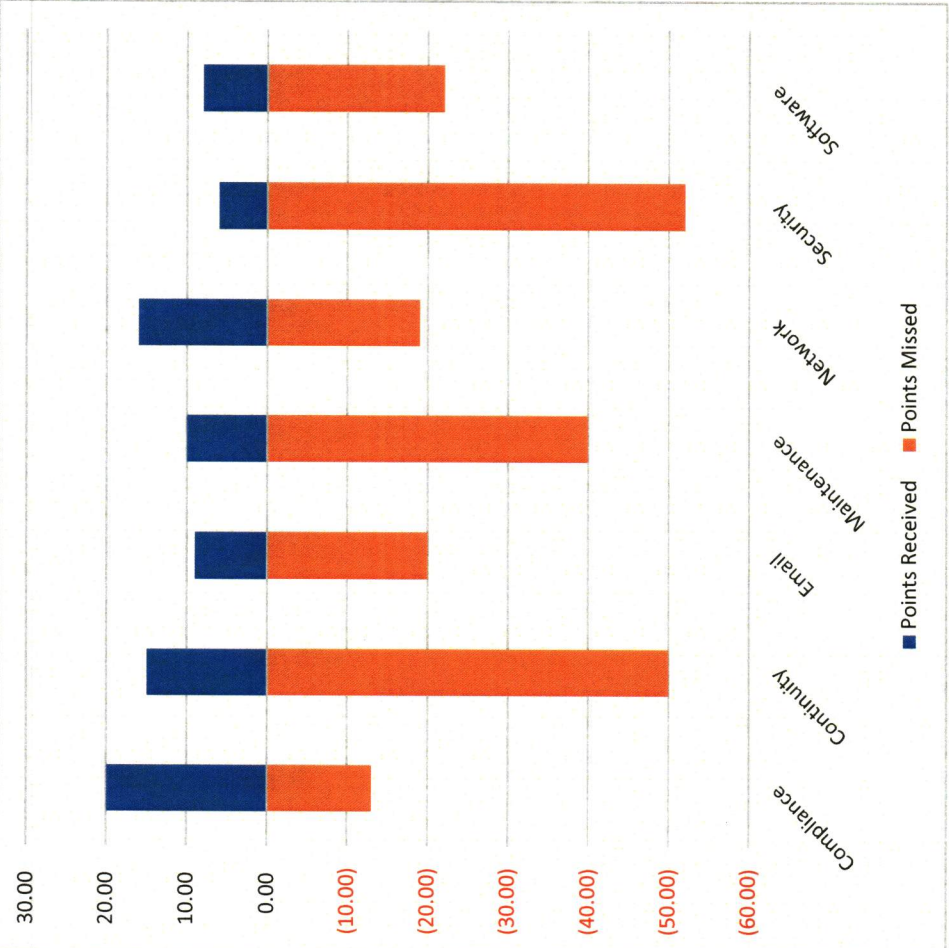
1. County Software System, current contract is due for renewal in the Fall of 2024
2. Network Connectivity between Courthouse and Courthouse Annex
3. Evaluation of spending on Voice Services and possible migration
4. Implementation of a Backup & Disaster Recovery system for County Systems
5. Compliance issues that are developed out of the Election Security Assessment
6. IT needs related to the TSTC building and county office space
7. Continue to raise "Score" from IT Technology Assessment (December 2022)

# 2022 INFORMATION TECHNOLOGY ASSESSMENT BY GOLDSMITH SOLUTIONS

**IT SCORING MATRIX**  
Maximum Points per Category

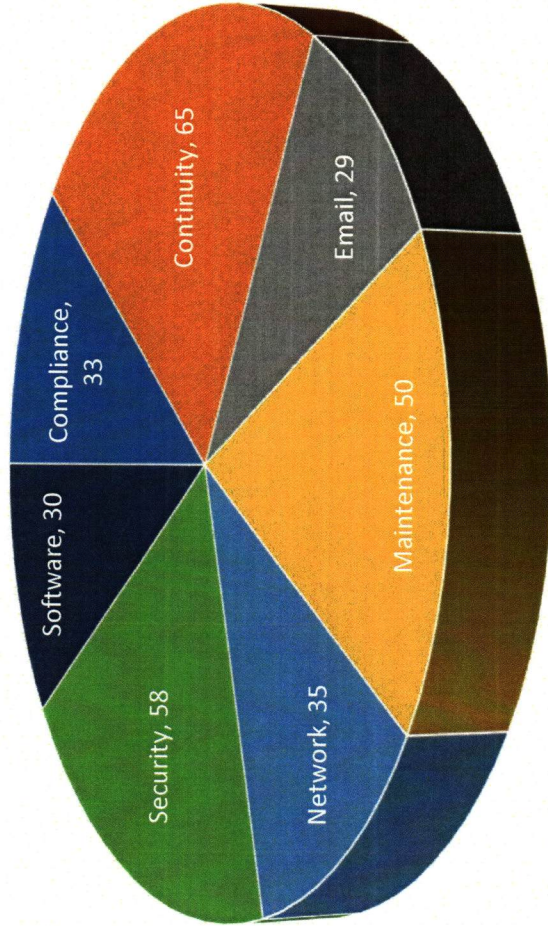


**BROWN COUNTY IT SCORE**  
Points Received vs Missed

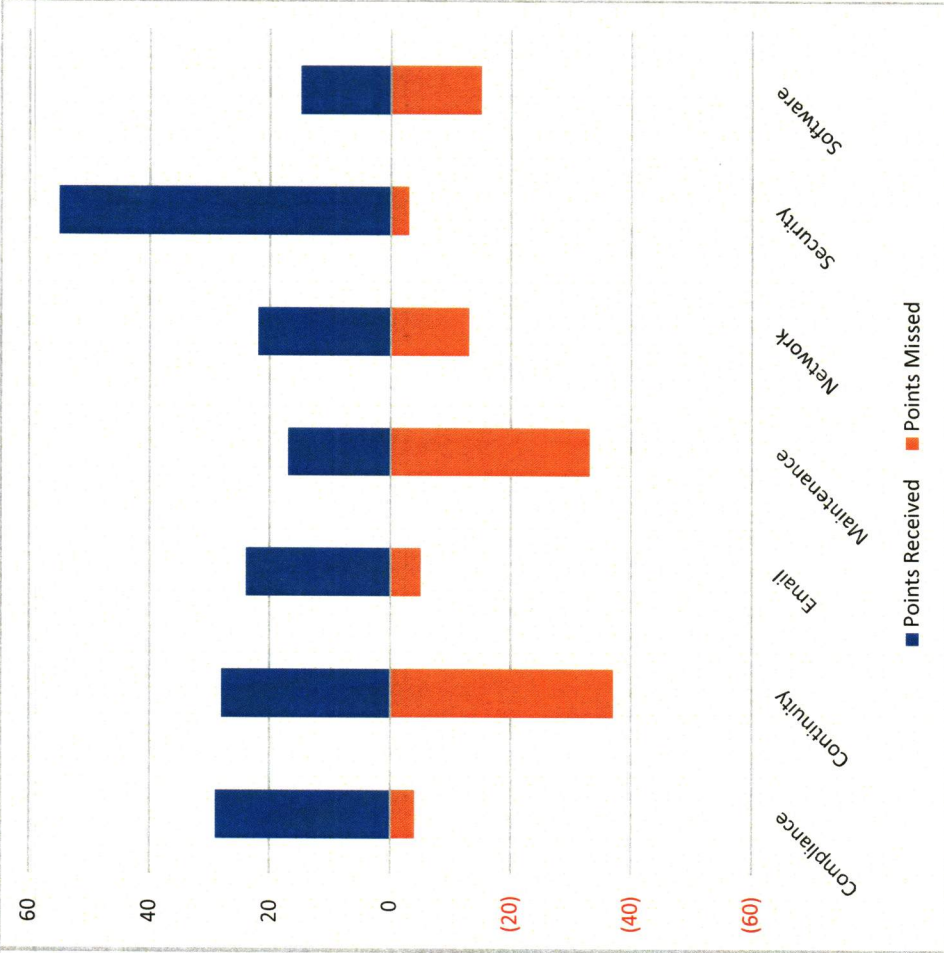


## 2023 INFORMATION TECHNOLOGY UPDATE

**IT SCORING MATRIX**  
Maximum Points per Category

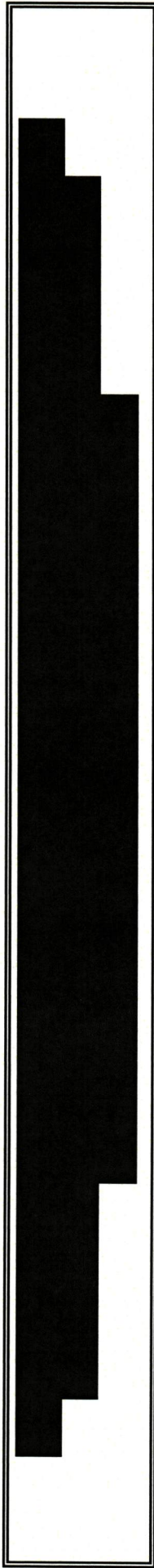
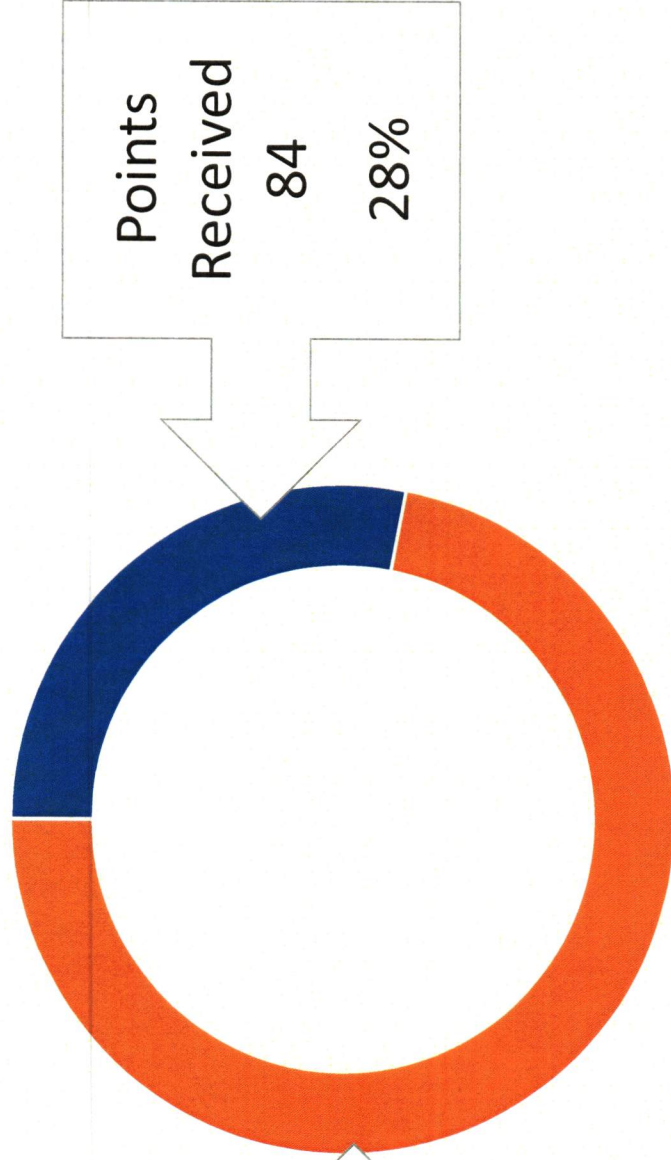


**BROWN COUNTY IT SCORE**  
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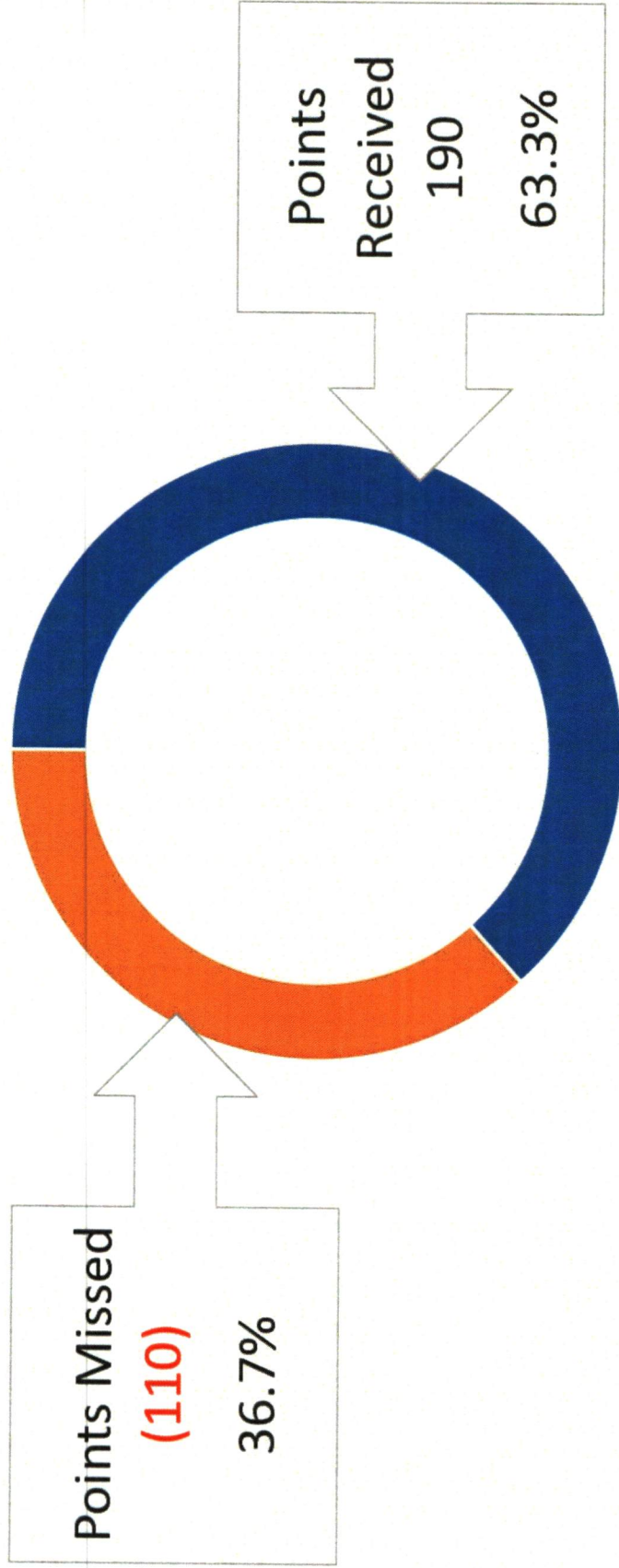
2022 INFORMATION TECHNOLOGY ASSESSMENT BY GOLDSMITH SOLUTIONS

IT HEALTH SCORE



**2023 INFORMATION TECHNOLOGY UPDATE**

**IT HEALTH SCORE**



**BROWN COUNTY'S IT HEALTH SCORE IN DECEMBER 2020 WAS 28% (84 Points)**