Information Technology (Dept. 20)

Mission Statement: To provide prompt, courteous, responsive customer service to our departmental customer base. We support, guide, and advise our customers on technical direction.

Department Created By: Actions of the McHenry County Board

Classification - General Government

Background: Prior to 1994, the County of McHenry had an Information Services Department providing minimal technical support on antiquated equipment. In 1994, the County Board realized the dependence and demand on technology was increasing at a rapid pace along with the costs associated with it, and committed to enhancing the technology infrastructure by establishing the position of a County Information Systems Administrator to develop and have oversight in all areas of computer technology within the organization.

Functions: FUNCTIONS PROVIDED BY COUNTY BOARD

- Technology Infrastructure: Manages and maintains the technology infrastructure, including but not limited to: the secured environmentally controlled Server Room; 96 Network Servers; 3 Storage Area Networks, 25 Technology Closets, Microwave connectivity with Valley Hi and Division of Transportation, Fiber Cabling, Wireless connectivity and service in all county facilities, monitoring of disk space availability, firewalls and security, internet access, and last but not least the daily System and Data File Backups ensuring that restoration of data can be accomplished from the backup tools.
- Service Delivery: Responsible for all Hardware/Software installation and support, including: 1,660 workstations/laptops; 209 MFP's(multi-function printers)/Printers; 576 active databases; negotiating lease/purchase terms for hardware; providing counsel on perspective software application purchases; base imaging of desktops/laptops to control standardization of software used by the County; software upgrades and service pack information delivery to end users; negotiation of support contracts and maintenance agreements with software and hardware vendors; and providing help desk services and 24 hour technical support.
- County Web Page: Manages the development of the County's Web Page, providing oversight on the layout design, coordinating the content, graphics, and ease of use for the general public.
- **Telecommunications:** Maintains the phone system for all County Facilities which includes the main phone switch, 1,500 extensions, and manages in excess of 100 Telco lines.
- Audio-Visual Support Provides Audio-Visual setup and support for conferences, meetings, web meetings, etc.
- Business Continuity: Responsible for the development of the County's Business Continuity Plan, with primary focus on
 offsite data replication that would allow the County to continue operations in the event of a disaster on the Government
 Campus
- **Technology Long Term Capital Planning:** Develops long term capital plan for the replacement of technology equipment/software for all departments, enlightening the County Board, Administration and Department Heads of new methodologies for data collection and storage while minimizing the cost to the organization.

2024 Highlights

- Assisted the Sheriff's Department with the rollout of new ID Badges to all County employees to ensure more secure access to County facilities.
- o Assisted the Sheriff's Department with the new Cary Joint Training Facility Building buildout and opening.
- Conducted Microsoft OneDrive Training for approximately 200 employees in October, educating employees on mobile access of files.
- Successfully completed the OneDrive migration, synchronizing 2.67 million files totaling 4.33 TB for 1251 users.
- Executed a strategic revamp by retiring outdated backup clients from remote sites and implementing the Veeam Backup Agent, optimizing backup processes.
- Activated Safe Mode on Pure Storage Arrays, elevating data protection measures within the infrastructure for enhanced security.
- Orchestrated routine updates for servers, introducing the latest VMTools and Hardware Profiles with automated upgrades during reboots, ensuring a foundation of sustained performance.
- Implemented a proactive monitoring approach with alerts for server storage in Veeam One, addressing issues preemptively before on-call alerts are required.
- Commenced a strategic Umbrella Policy rework, aligning policies with evolving organizational requirements for heightened security.
- Deployed a DMVPN High Availability topology connecting the Government Center with Remote Sites and Valley Hi, integrating new Starlink infrastructure.
- Successfully rolled out an updated SCCM\Windows image to key departments, including Recorders, Planning & Development, and Information Technology, with ongoing deployment to remaining Departments.
- Efficiently managed the addition and updates of essential applications within SCCM, ensuring OneDrive, Chrome, Genetec Security Center, and Intune stay up-to-date for operational efficiency.
- Successfully concluded the Cisco Wireless Refresh Project by configuring new Wireless LAN Controllers (WLCs) and seamlessly
 transitioning all sites and access points (APs) to the new Wireless Controllers, ensuring enhanced wireless network
 performance. Executed a seamless upgrade of Cisco Identity Services Engine (ISE), ensuring robust network access control and
 compliance standards.
- Created Computer Kiosks using Microsoft Intune for various departments, providing secure and tailored access to essential services.
- Testing the Windows II image for FY25 deployment, ensuring a smooth transition to the latest operating system for improved performance and security.
- Designing an automated method for Internet Server Patching, increasing efficiency and reducing downtime for critical security updates.

2025 Goals

- Windows 11 rollout
- VMWare replacement
- ACI Implementation
- Phone System replacement
- Security Framework upgrade
- Just Appraised
- Comcast Internet
- Comcast ENS
- Treasurer door alarms
- Jail cameras
- Passwordless rollout
- EW Firewall implementation
- Wireless mapping
- Crystal Lake Health remodel
- o RPA?
- Automate DM2 Patching
- MS Purview cutover
- Plan for 2026 PC rollout
- Replace DUO with Azure

Performance Measures

	2023	2024	2024	2025
Performance Indicators:	Actual	Projected	Mid-Year	Projected
PCs/Laptops/Tablets Supported	1,498	1,508	1,518	1,538
Windows Servers Supported & Maintained	384	350	358	370
Linux/ESXi Servers Supported & Maintained	55	55	45	50
Databases Supported & Maintained	411	350	384	300
Firewalls Supported & Maintained	7	5	5	5
Departmental Applications Supported	247	249	251	252
% Network Uptime	99.9	99.9	99.9	99.9
MFDs/Printers/Copiers Supported	231	229	223	228
Active Directory User Accounts	2,800	2,700	3,151	3,300
Active Email Seats	1,200	1,500	1,497	1,550
Help Desk Tickets	17,960	21,000	9,440	21,000

Performance Measurements:

1. The Cybersecurity Awareness training program has resulted in improved employee awareness of existing cyber threats and vulnerabilities. The program seeks to educate employees on strategies to keep their data safe.

Breakdown on the Simulated Phishing Campaigns from July 1, 2023 – July 1, 2024:

Users opening email: 6% Users clicking on link in phishing email: 1% Users reporting phishing email: 16%

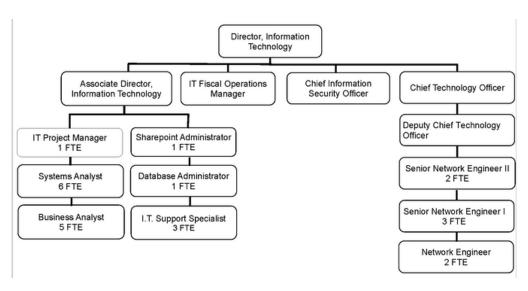
1,329 emails reported using Phish Alarm from July 1, 2023 – July 1, 2024.

- 2. Average Information Technology Help Desk time to Resolution:
- a. **1,856** High Priority Request is 20 minutes. (ex. account unlock, password reset, broken keyboard, broken mouse, printing issue, etc.)
- b. **9,724** Medium Priority Requests is 35 minutes. (ex. terminations, security groups, software installs, word/excel/adobe questions, etc.)
- c. 6,474 Low Priority Requests is 4+ hours. (ex. application issues, server issues, special requests/projects, etc.)

Full Time Equivalents History

	2022-23	2023-24	2024-25
Job Title	FTE	FTE	FTE
Director, Information Technology	1.00	1.00	1.00
Associate Director, Information Technology	1.00	1.00	1.00
Fiscal Operations Manager	1.00	1.00	1.00
Chief Information Security Officer	1.00	1.00	1.00
Chief Technology Officer	1.00	1.00	1.00
Network Manager II	1.00	-	-
I.T. Project Manager	1.00	1.00	1.00
Database Administrator	1.00	1.00	1.00
Business Analyst	-	4.00	4.00
Network Engineer	2.00	2.00	2.00
Senior Network Engineer	4.00	5.00	5.00
Information Technology Specialist	3.00	3.00	3.00
Systems Analyst I	9.00	5.00	5.00
Sharepoint Administrator	1.00	1.00	1.00
Total Dept 20 - Information Technology	27.00	27.00	27.00

Organizational Chart



County of McHenry 2025 Proposed Budget 20 - Information Technology

			FY2024	FY2024 Actual	
Category	FY2022 Actual	FY2023 Actual	Appropriated	(YTD)	FY2025 Budgeted
General Fund					
98 - Operating Transfer	40,958.50	56,591.00	84,727.00	84,500.00	87,880.00
General Fund Revenue	40,958.50	56,591.00	84,727.00	84,500.00	87,880.00
30 - Personnel Total	2,087,034.00	2,274,776.00	2,417,178.00	1,606,434.00	2,600,344.00
40 - Contractual Total	1,137,727.00	1,060,041.00	1,200,074.00	817,466.00	1,200,074.00
50 - Commodities Total	76,787.00	56,723.00	84,977.00	39,241.00	84,977.00
General Fund Expense	3,301,548.00	3,391,540.00	3,702,229.00	2,463,141.00	3,885,395.00

To View Interactive Budget (both Financial and Non Financial Information)

https://mchenrycountyil.openbook.questica.com/#/spotlight/efe8db06-7ac6-45bc-9f0f-845fa5d1f6d0

	NEW PERSONNEL REQUES	ST
ACTION REQUESTED:	✓ NEW POSITION	
DEPARTMENT	Information Technolo	ogy
DIVISION	2000	
CURRENT GRADE		12E
PROPOSED GRADE ————		
CURRENT CLASSIFICATION	Busine	ess Analyst
PROPOSED CLASSIFICATION/CHAN	GE GE	
ANNUAL SCHEDULED HOURS		
РТ	FT	1950
RECLASSIFICATION/SALARY INCREASE - H	OURLY SALARY	
EMPLOYEE RECLASSIFIED:		
CURRENT CLASSIFICATION REG PT	REG FT	
SLEP PT	SLEP FT	\$0.00
PROPOSED CLASSIFICATION		
ETP RATE	ETP RATE	
REG PT SLEP PT	REG FT SLEP FT	\$0.00
		LIMPACT \$0.00
NEW EMPLOYEE - HOURLY SALARY: ETP RATE	\$0.00 ETP RATE	\$0.00
REG PT	\$0.00 REG FT	\$37.75
SLEP PT	\$0.00 SLEP FT	\$0.00 \$73,610.94
ADDITIONAL SALARY COSTS	FICA	\$5,631.24
	IMRF	\$4,895.13
	IMRF SLEP	\$0.00
HEALTH CARE COSTS		\$23,000.00
ADDITIONAL COSTS (computer, phon TOTAL	e, equipment, etc.):	\$5,000.00 \$112,137.30
FUNDING SOURCE:	General Fun	
APPROPRIATE EXISTING SPACE FO		□ NO
COMMENTS/JUSTIFICATION:		
The Sheriff's Department is the larges		
their divisions. There currently is only department and processes. It would l	_,	
and support their growing technolog		is one person understand
DEPARTMENT HEAD SIGNATURE:		DATE:

FY 2025 NEW PERSONNEL REQUEST			
ACTION REQUESTED:	EW POSITION		
DEPARTMENT	Information Technology		
	•		
DIVISION	2000		
CURRENT GRADE ————————————————————————————————————	12E		
PROPOSED GRADE ————————————————————————————————————			
CURRENT CLASSIFICATION [Business Analyst		
PROPOSED CLASSIFICATION/CHANGE			
ANNUAL SCHEDULED HOURS			
PT	FT 1950		
RECLASSIFICATION/SALARY INCREASE - HOURLY	SALARY		
EMPLOYEE RECLASSIFIED:			
CURRENT CLASSIFICATION REG PT	REG FT		
SLEP PT	SLEP FT \$0.00		
PROPOSED CLASSIFICATION			
ETP RATE	ETP RATE		
REG PT SLEP PT	REG FT \$0.00		
	ANNUAL IMPACT \$0.00		
NEW EMPLOYEE - HOURLY SALARY: ETP RATE \$0.00	ETP RATE \$0.00		
REG PT \$0.00	REG FT \$37.75		
SLEP PT \$0.00	SLEP FT \$0.00 \$73,610.94		
ADDITIONAL SALARY COSTS	FICA \$5,631.24		
	IMRF \$4,895.13		
	IMRF SLEP \$0.00		
HEALTH CARE COSTS	\$23,000.00		
ADDITIONAL COSTS (computer, phone, equip TOTAL			
FUNDING SOURCE:	\$112,137.30 General Fund		
APPROPRIATE EXISTING SPACE FOR POSI			
COMMENTS/JUSTIFICATION:			
	is an enterprise wide system used by almost every		
department within the County. Currently, we have 1,245 internal/external users using the			
sysstem on a daily basis. OnBase houses all of the County's business documents and integrates with many departmental case management systems. In some cases, OnBase serves as the case			
	tion, which consists of 7 servers, both public and		
private, require continual care and feeding. S DEPARTMENT HEAD SIGNATURE:	ee additional information page. DATE:		

FY 2025 NEW PERSONNEL REQUEST					
ACTION REQUESTED: ✓ NEW POSITION					
DEPARTMENT		Informatio	n technology	<u> </u>	
DIVISION		2	000		
CURRENT GRADE —					12E
PROPOSED GRADE —					
CURRENT CLASSIFICATION	J		Business	Analyst	
			Dusiness	Allalyst	
PROPOSED CLASSIFICATION ANNUAL SCHEDULED HOUR					
PT]	FT	1950	
RECLASSIFICATION/SALARY INCR	EASE - HOURL)	Y SALARY			
EMPLOYEE RECLASSIFIED	•				
CURRENT CLASSIFICATION	V	1 DE0			
REG PT SLEP PT		REG SLEP	FT FT		\$0.00
PROPOSED CLASSIFICATION	ON				
ETP RATE		ETP RAT	E		
REG PT SLEP PT		REG SLEP	FT FT		\$0.00
		1	ANNUAL II	MPACT	\$0.00
NEW EMPLOYEE - HOURLY SALAR ETP RATE	RY: \$0.00	ETP RAT	E	\$0.00	
REG PT	\$0.00		FT	\$37.75	
SLEP PT	\$0.00	SLEP	FT L	\$0.00	\$73,610.94
ADDITIONAL SALARY COSTS		FICA			\$5,631.24
		IMRF IMRF SLEP			\$4,895.13 \$0.00
HEALTH CARE COSTS		IIVII (I OLLI			\$23,000.00
ADDITIONAL COSTS (compu	uter, phone, equir	oment. etc.):			\$5,000.00
TOTAL	,, , , , , ,	, ,			\$112,137.30
FUNDING SOURCE:		G	eneral Fund		
APPROPRIATE EXISTING SI	PACE FOR POS	ITION	✓ YES	□NO	
COMMENTS/JUSTIFICATION					
The enterprise tax system m	_		_		
within McHenry County. We should have multiple I.T. staff that understand this critical system and processes to ensure business continuity for all entities.					
DEPARTMENT HEAD SIGNATURE	;- 			DATE	:

FY 2025 NEW PERSONNEL REQUEST				
ACTION REQUESTED: ✓ NEW POSITION				
DEPARTMENT		Information	n Technology	
DIVISION			2000	
CURRENT GRADE				12E
PROPOSED GRADE				
CURRENT CLASSIFICA	TION		Business Analys	<u>-</u>
	<u>.</u>		Dusilless Allalys	<u>;, </u>
PROPOSED CLASSIFIC ANNUAL SCHEDULED F	-			
	PT		FT 195	50
RECLASSIFICATION/SALARY II	NCREASE - HOURLY	SALARY		
EMPLOYEE RECLASSIF	FIED:			
CURRENT CLASSIFICA		550		
REG P'	T'T	REG SLEP	FT FT	\$0.00
PROPOSED CLASSIFIC	CATION			
ETP RATE		ETP RAT	re	
REG P SLEP P	ΥT	REG SLEP	FT FT	\$0.00
		=	ANNUAL IMPACT	
NEW EMPLOYEE - HOURLY SA ETP RATE	ALARY: \$0.00	ETP RAT	ΓE \$0.0	00
	PT \$0.00	REG	FT \$37.7	
SLEP P	PT \$0.00	SLEP	FT \$0.0	<u>00</u> \$73,610.94
ADDITIONAL SALART COSTS		FICA		\$5,631.24
		IMRF IMRF SLEP		\$4,895.13 \$0.00
HEALTH CARE COSTS		IIVII AI OLL.	L	\$23,000.00
ADDITIONAL COSTS (co	omputer, phone, equip	ment, etc.):		\$5,000.00
TOTAL	• • • • • • • •			\$112,137.30
FUNDING SOURCE:		G	General Fund	
APPROPRIATE EXISTIN	IG SPACE FOR POSI	TION	✓ YES □ NO	
COMMENTS/JUSTIFICA				
The enterprise ERP syst within the County. We				
processes to ensure business continuity.				
DEPARTMENT HEAD SIGNAT	URE:			DATE:

Fiscal Year 2025 Supplemental Request

(Include only supplemental requests not covered on the personnel and capital outlay request forms)

DEPARTMENT:	T: Information Technology			
FUND:	(Use a separate sheet for	each fund)		
	(Please give a brief description and justification for the sup	oplemental request)		
Requested Item: Projected Cost: Division Code: Main Account: Justification:	Microsoft Extra ID P2 Licenses \$63,714 9000 605000 (Please start justification on next line)	#1		
priviledged identit	P2 license provides risk-based conditional access to your apps a y management to help discover, restrict, and monitor administration-time access when needed.			
Requested Item: Projected Cost: Division Code: Main Account: Justification:	Wazuh Security Information and Event Management \$38,000 9000 605000 (Please start justification on next line)	#2		
detection and cor	solution is a centralized platform for aggregating and analyzing mpliance. Wazuh collects event data from various sources like oplications for broader security coverage.			
Requested Item: Projected Cost: Division Code: Main Account: Justification:	Citibot Communication Platform \$33,000 9000 605000 (Please start justification on next line)	#3		
efficient and time Communication F	nunication Platform provides AI-based chat solutions for residely communication. using text messaging (SMS) and web chat Platform automates customer service and increases citizen en CHenry County and its residents.	technology, the Citibot		
TOTAL DEPARTM	IENT SUPPLEMENT REQUESTS: \$134,714.00			

Use as many sheets as necessary

Fiscal Year 2025 Supplemental Request

(Include only supplemental requests not covered on the personnel and capital outlay request forms)

DEPARTMENT:	Information Technology				
FUND:	(Use a separate sheet for each fund)				
	(Please give a brief descrip	otion and justification for the sup	oplemental request)		
Requested Item: Projected Cost: Division Code: Main Account: Justification:	Cisco ACI Server Segmentatio \$800,000 9000 605000 (Please start justification on ne		#4		
workloads across It radically simplifi complexity, maxin	multifabric and multicloud frame es, optimizes, and expedites the	eworks, and proactively secures a application deployment lifecycle y workloads in any location, sma	mplifies management to easily move against riask arising from anywhere. e. With ACI, we are able to manage all or large, on premises and remote om edges.		
Requested Item: Projected Cost: Division Code: Main Account: Justification:	Great Plains Application Conve \$175,000 9000 605000 (Please start justification on ne	,	#5		
debits for financia accommodated in	office uses Microsoft Great Plair al transactions to reconcile the an D365 Finance & Operations. In als and reduce application and so	banking accounts to the staten ntegrating this process into D36	nents. This is a process that can be		
Requested Item: Projected Cost: Division Code: Main Account: Justification:	Comcast ENS 2000 409600 (Please start justification on ne	ext line)	#6		
Option 2: 1 Gig EN Option 3: 1 Gig EN Option 4: 1 Gig EN		ess \$1,845 if three beta test are McHenry head end. \$14,429/mt y head end and 1 Gig at each site	h; less \$1,845 if beta test in place. e routed to Crystal Lake head end.		
TOTAL DEPARTM	IENT SUPPLEMENT REQUES	STS: \$975,000.00			

Use as many sheets as necessary

Fiscal Year 2025 Supplemental Request

(Include only supplemental requests not covered on the personnel and capital outlay request forms)

DEPARTMENT:	Information Technology				
FUND:	(Use a separate sheet for each fund)				
	(Please give a brief description and justification for	the supplemental request)			
Requested Item: Projected Cost: Division Code: Main Account: Justification:	Upgrade M365 G3 licenses to G5 on MS EA \$778,197 9000 605000 (Please start justification on next line)	#7			
reported the activ determined that a data. The APT acto users. CISA and the	deral Civilian Executive Branch indetified suspicious activi ity to Microsoft and the Cybersecurity and Infrastructure dvanced persistent threat (APT) actors accessed and exfil ors used a Microsoft account consumer key to forge toker e FBI strongly encourage critical infrastructure organization. This logging requires licensing at the G5 level.	Security Agency (CISA), and Microsoft trated inclassified Exchange Online Outlook is to impersonate consumer and enterprise			
Requested Item: Projected Cost: Division Code: Main Account: Justification:	Finance BOT Project \$150,000 9000 605000 (Please start justification on next line)	#8			
departmental cas integrates the de	MS Dynamics CRM Study and Plan \$55,000 9000 605000 (Please start justification on next line) fres a software hub to manage and control the flow on se management systems. This hub will allow the Country partmental case management systems and allows for a determining implementation budget costs.	y to create a forward facing system that			
TOTAL DEPARTM	IENT SUPPLEMENT REQUESTS: \$983,19	97.00			

Use as many sheets as necessary

Fiscal Year 2025 Supplemental Request

(Include only supplemental requests not covered on the personnel and capital outlay request forms)

DEPARTMENT: Information Technology					
FUND:	(Use a separate sheet for each fund)				
	(Please give a brief description and justification for the supplement	ental request)			
Requested Item: Projected Cost: Division Code: Main Account: Justification:	Computer Software Support & Maintenance \$155,678 2000 432100 (Please start justification on next line)	#10			
•	.8 .0	calating with inflation in 2022			
Requested Item: Projected Cost: Division Code: Main Account: Justification: \$80/per user annu	9000 605000 (Please start justification on next line)	#11			
Projected Cost: Division Code: Main Account: Justification: \$600/mth The I.T. budget h	AT&T ASE at Sheriff's Training Facility in Cary \$7,200 2000 409600 (Please start justification on next line) as been paying for the County's main ASE service at MCGC, Adminis i, Woodstock P.D., Mental Health Board, and Archives. Transfer the nent location.				
TOTAL DEPARTM	MENT SUPPLEMENT REQUESTS: \$162,878.00				

Use as many sheets as necessary

Fiscal Year 2025 Supplemental Request

(Include only supplemental requests not covered on the personnel and capital outlay request forms)

DEPARTMENT:	Information Technology				
FUND:	(Use a separate sheet for each fund)				
	(Please give a brief description and justification for the supplemental request)				
Projected Cost: Division Code: Main Account: Justification: \$600/mth The I.T. budget ha	AT&T ASE at Sheriff's Firing Range \$7,200 2000 409600 (Please start justification on next line) as been paying for the County's main ASE service at MCGC, Administration Building, Woodstock P.D., Mental Health Board, and Archives. Transfer these funds to I.T. ent location.	-			
Projected Cost: Division Code: Main Account: Justification: \$600/mth The I.T. budget ha	AT&T ASE at ROE in McHenry \$7,200 2000 409600 (Please start justification on next line) as been paying for the County's main ASE service at MCGC, Administration Building, Woodstock P.D., Mental Health Board, and Archives. Transfer these funds to I.T. ent location.	-			
Projected Cost: Division Code: Main Account: Justification: \$600/mth The I.T. budget h	AT&T ASE at Election Center \$7,200 2000 409600 (Please start justification on next line) as been paying for the County's main ASE service at MCGC, Administration Buildin i, Woodstock P.D., Mental Health Board, and Archives. Transfer these funds to I.T. nent location.				
TOTAL DEDARTA	MENT SUPPLEMENT REQUESTS: \$21,600.00				
I O IAL DEPARTIV	ILNI SUFFLEWIENI NEQUESIS. \$21,000.00				

Use as many sheets as necessary