



# Committee of the Whole

**October 7, 2025**

INFORMATION TECHNOLOGY

# INFORMATION TECHNOLOGY

## WHO WE ARE...



## **OUR MISSION:**

**Empowering County Staff Through Technology**

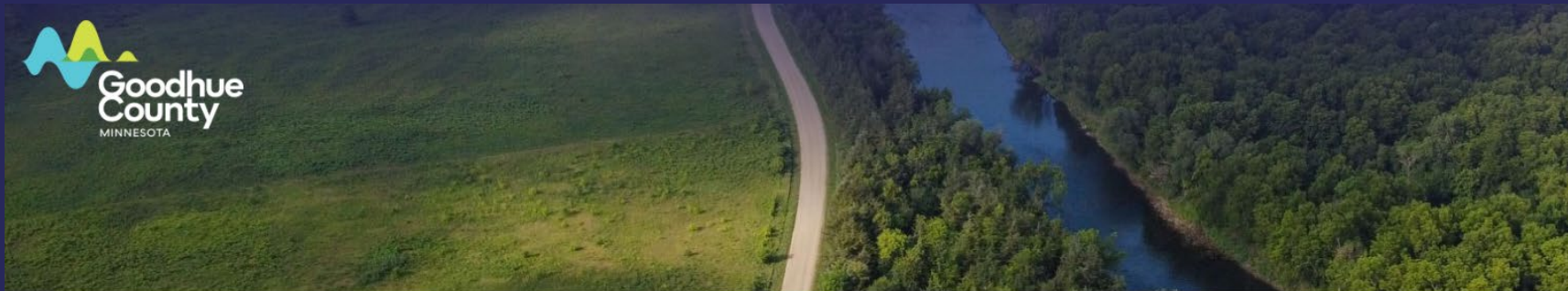
## **OUR VISION:**

**Build a Stronger County Through Innovation and Collaboration**

## **OUR VALUES:**

**INTEGRITY, SERVICE, EXCELLENCE, RELIABILITY**





## Information Technology

### IT Department Mission, Vision, and Values



#### OUR MISSION:

***Empowering County Staff Through Technology***



#### OUR VISION:

***Build a Stronger County Through Innovation and Collaboration***



#### OUR VALUES:

#### INTEGRITY, SERVICE, EXCELLENCE, RELIABILITY

**Integrity:** *Honoring commitments and ensuring transparency in actions and decisions.*

**Service:** *Delivering value by achieving desired outcomes based on identified needs.*

**Excellence:** *Striving for outstanding outcomes through cooperation and collaboration.*

**Reliability:** *Providing stable, consistent, and predictable products, services, and support.*

#### Information Technology



IT Help Desk



How To Guides



IT Forms



Department Home

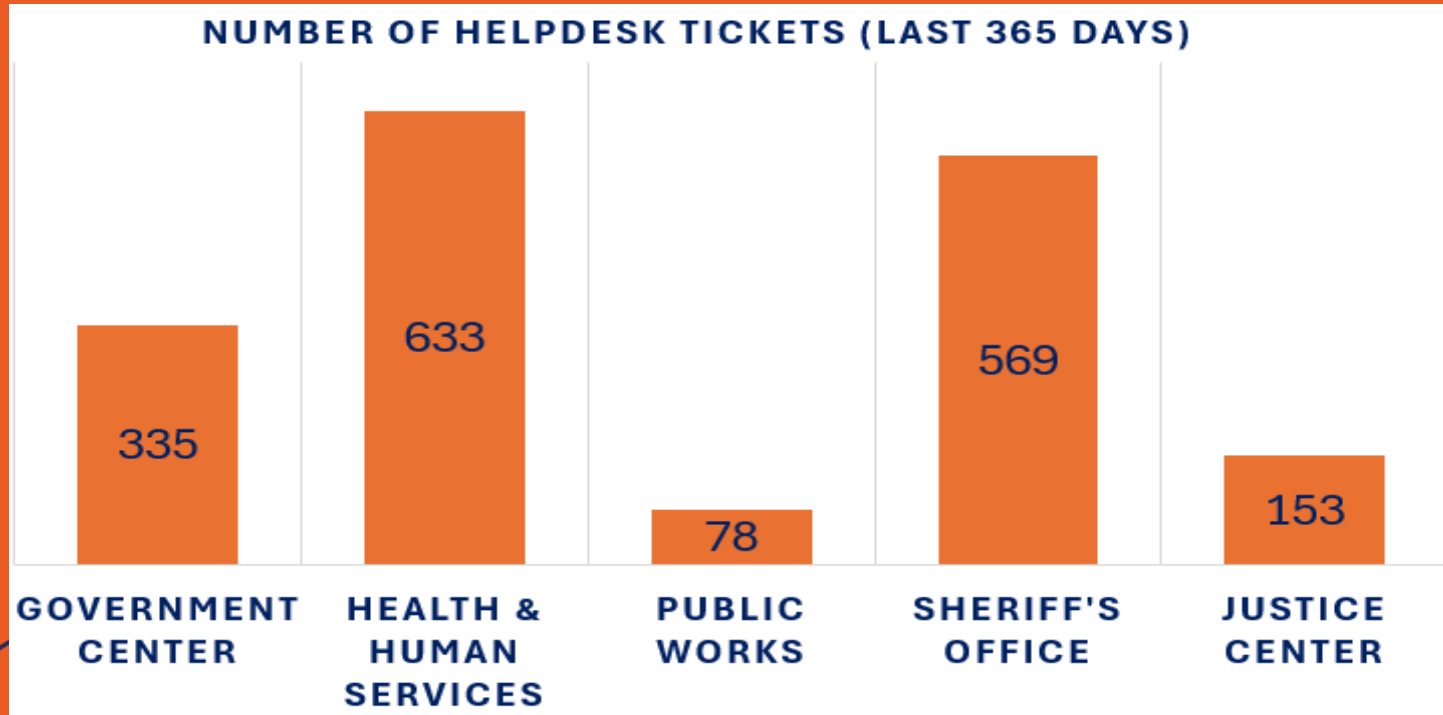
## WHAT WE DO...

- Technical Support and IT Operations
- Cybersecurity
- Systems and Application Support
- Networking and IT Infrastructure

# Technical Support and IT Operations

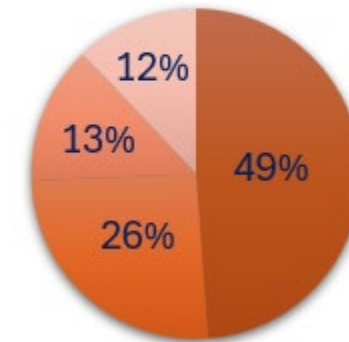
Hannah Carlson – Technical Support Supervisor

# Technical Support



**Averages:**  
1,800 Help Desk tickets per year  
7 Help Desk tickets per day

## Top Categories



1. Break/Fix - 49%
2. User Changes – 26%
3. Password Resets – 13%
4. Requests – 12%

# IT Operations



- PC Refreshes
- Microsoft 365
- Device Management
- Windows 11
- Helpdesk



# Cybersecurity

## Eddy Wyld – Network Security Analyst

Certified Information Systems Security Professional

Certified Cloud Security Professional



# Average Cost to Recover From Data Breach 4.4 Million

USD 4.44M

The global average cost of a data breach

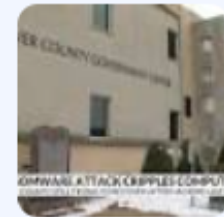
The global average breach cost dropped to USD 4.44 million from USD 4.88 million in 2024, a 9% decrease and a return to 2023 cost levels. Faster identification and containment of breaches—much of it from organizations' own security and security service teams, with help from AI and automation—drove this decline. The global average would have been lower were it not for the United States, where the average cost surged by 9% to USD 10.22 million, an all-time high for any region. Higher regulatory fines and higher detection and escalation costs in the United States contributed to this surge.

According to 2025 IBM Cost of a Data Breach Report

Mower County experienced ransomware attack last week - KAAL

Jun 23, 2025 — Mower County still trying to recover after ransomware attack The latest...

 kaaltv.com



## St. Paul cyberattack: Gov. Walz activates National Guard

By Jeff Wald | Updated July 29, 2025 11:59am CDT | Crime and Public Safety | FOX 9 | 

# Multiple Components of Security and Compliance

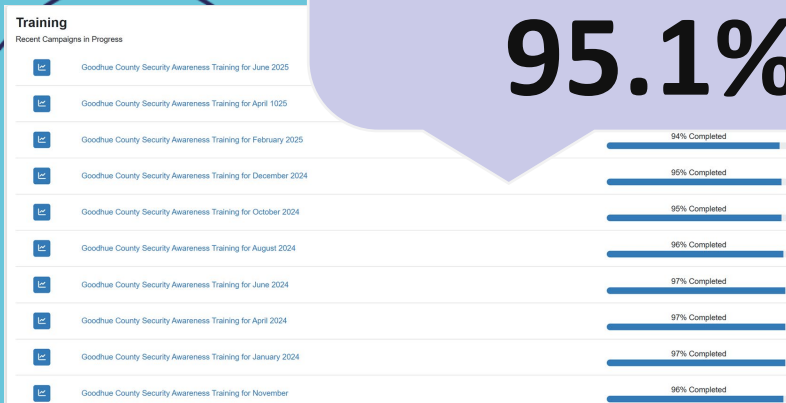


# Compliance



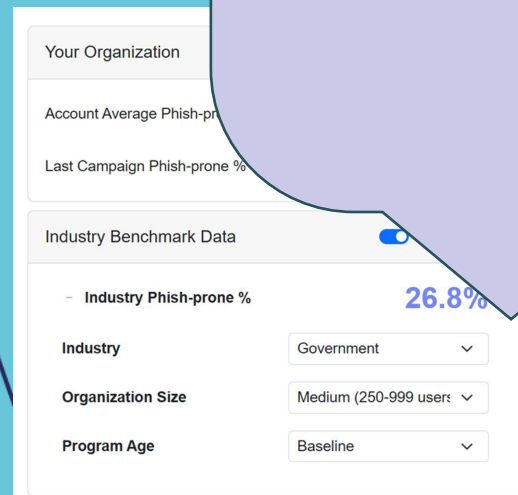
# Security Awareness Training

Average  
Compliance of  
Completed Training  
**95.1%**



Government  
Organizations Average of  
susceptibility to falling for  
phishing attacks **26.8%**

Goodhue County  
**16.6%**



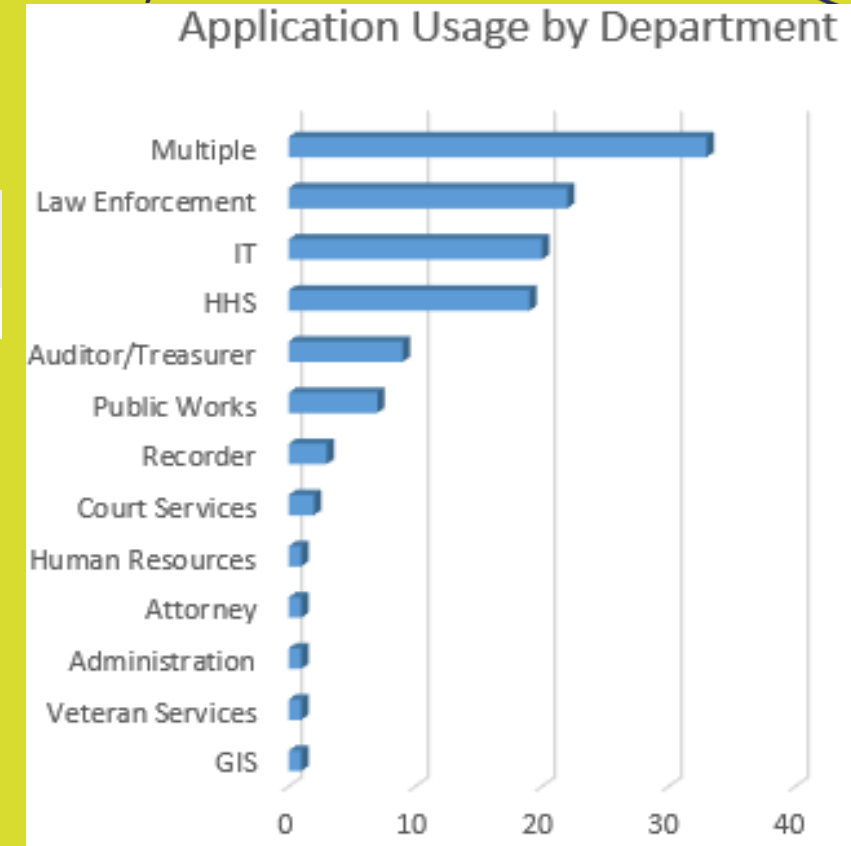
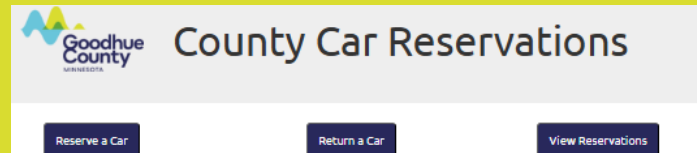


# System and Application Support

Dan Schmidt – Application Support Specialist

# Systems and Applications Over 120

Systems and Applications in use within the County



# Projects

**37** Major projects in progress

**7** Add new applications or systems

**7** Add additional modules or functionality

**9** Enhance organization security

**5** Replace existing applications or systems

**2** Decommission existing systems

**7** in other categories

# Project Spotlight

## GovAP

### Electronic Invoice Management

- Switch from paper invoices to electronic
- Integrates with IFS financial system
- Allows export to Public Works road accounting system

The screenshot displays the GovAP Invoice Management interface. The top navigation bar includes 'Invoice', 'Admin', 'Reports', 'Export', 'Notifications', 'Help', and 'User'. The main content area is divided into several sections:

- Details:** Fields for Invoice Number, Invoice Date, Suggested Payment Date, Vendor, Vendor Address, PO/Contract Number, Report Code(s), Invoice Total, Designation, and a checkbox for 'Vendor Change of Address Department'.
- Approvals:** A button to 'Add Approval Group'.
- Options:** Checkboxes for 'Separate check', 'Return check', 'Remittance', and 'Manual Batch'.
- Comments:** A text area for comments and a 'Save Comment' button.
- Attachments:** A file upload area with a 'Browse' button and a note: '\* A total of 100 megabytes may be uploaded at one time. If uploading large files, upload one file at a time.'.
- Actions:** A 'Save All Changes' button.

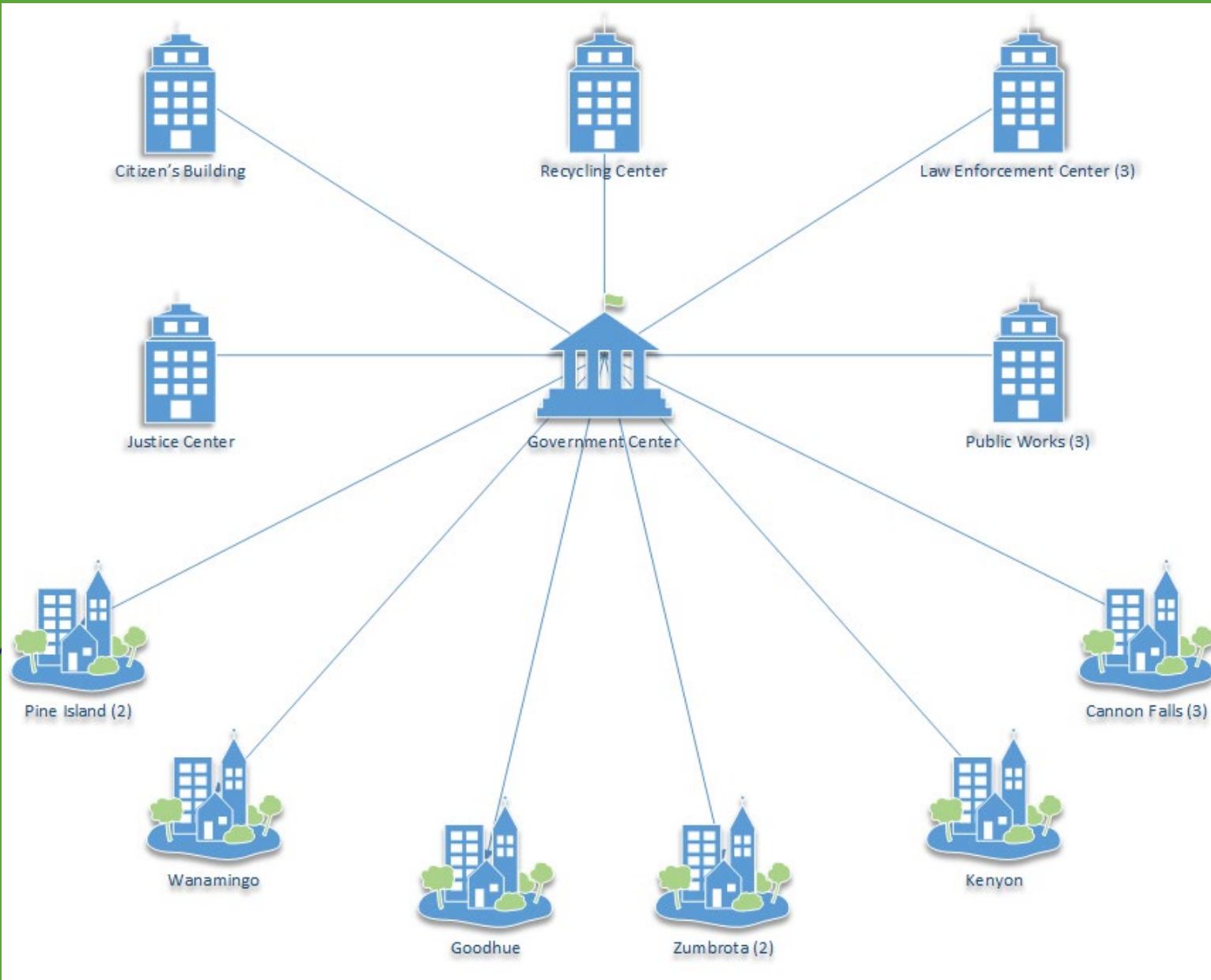
Below these sections is a table with the following columns: Account or Distribution Formula, Description, Amount, Taxable, 1099S, Accrual Code, Service Start Date, Service End Date, and Paid. The table currently contains one row with a 'Copy' button and a 'Delete' button. At the bottom, there are buttons for 'Add Row', 'Total: 0', 'Remaining: \$0.00', and 'Delete All Invoice Rows'.

# Networking and IT Infrastructure

Thomas Naatz – Network Engineer



# Firewalls and Switches



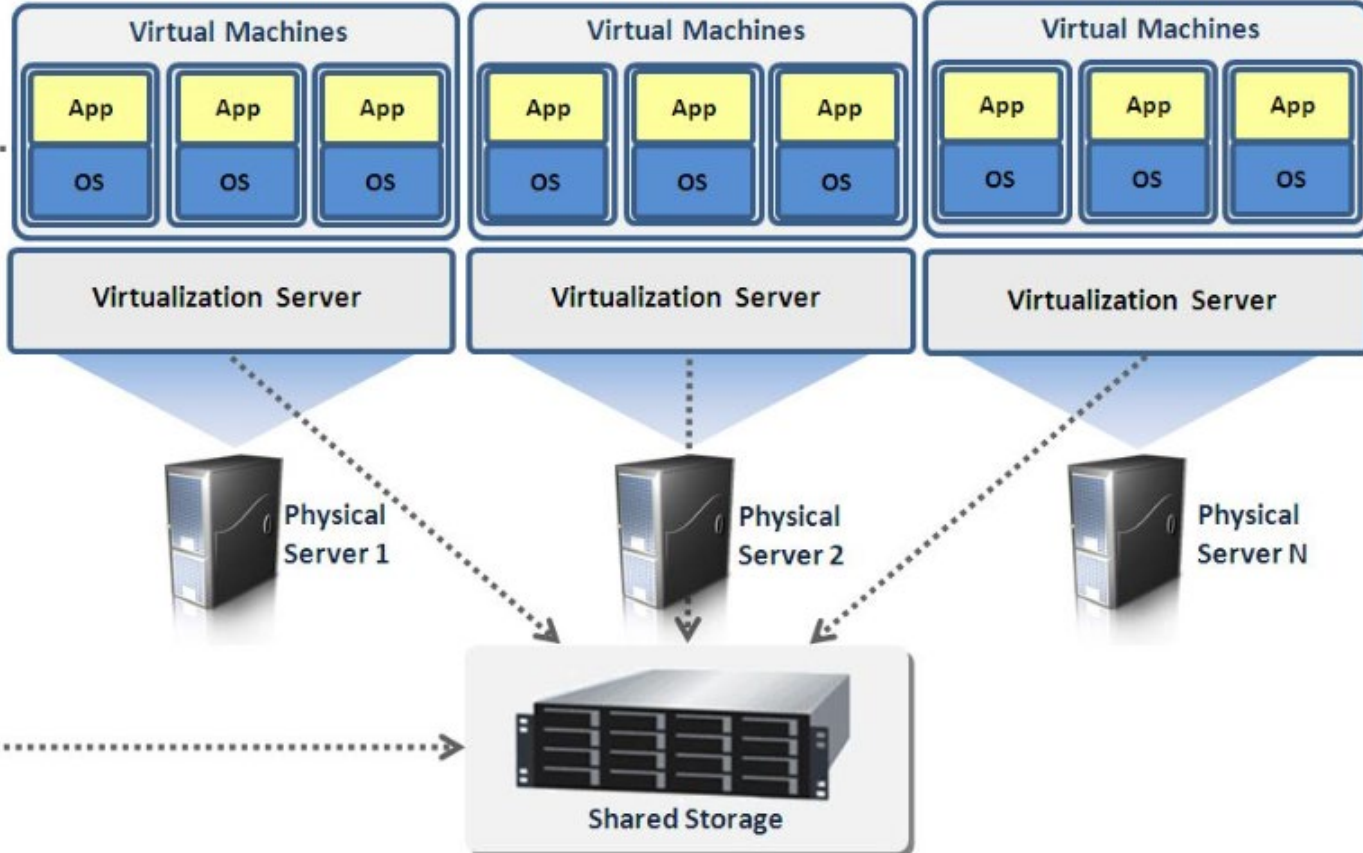
20 Geographical locations

13 Firewalls

65 Network Switches

1,000+ PCs, Servers, Printers, and Other Devices

# Virtual Environment

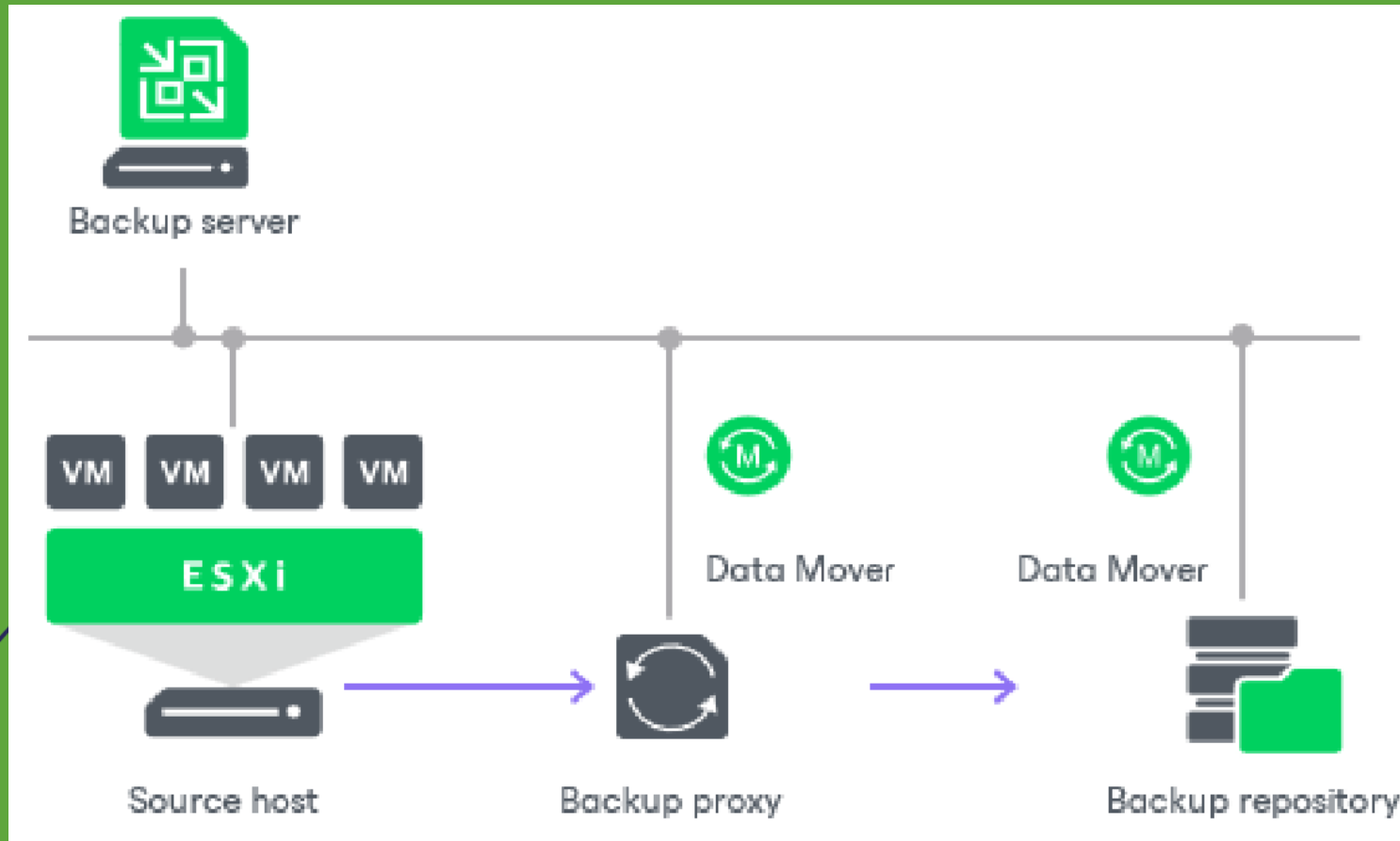


County utilizes over **100** “virtual” servers to provide services for all departments.

Server functionality ranges from complex applications to simple file storage.

Over **80** Terabytes of data on County Network Storage.

# Backup and Recovery



IT manages backup of all on-premise county data.

Data backups are stored at separate physical locations.

Customized Recovery Point Objects (RPO) on all servers provide

- ✓ Redundancy
- ✓ Limited data loss
- ✓ Fast data recovery

## Succession Planning

### **BENEFITS:**

- Continuity of operations
  - Employee engagement, morale, and retention
    - Preserves institutional knowledge
    - Risk mitigation

### **BARRIERS:**

- Requires organizational commitment
  - Limited resources
    - Resistance to change

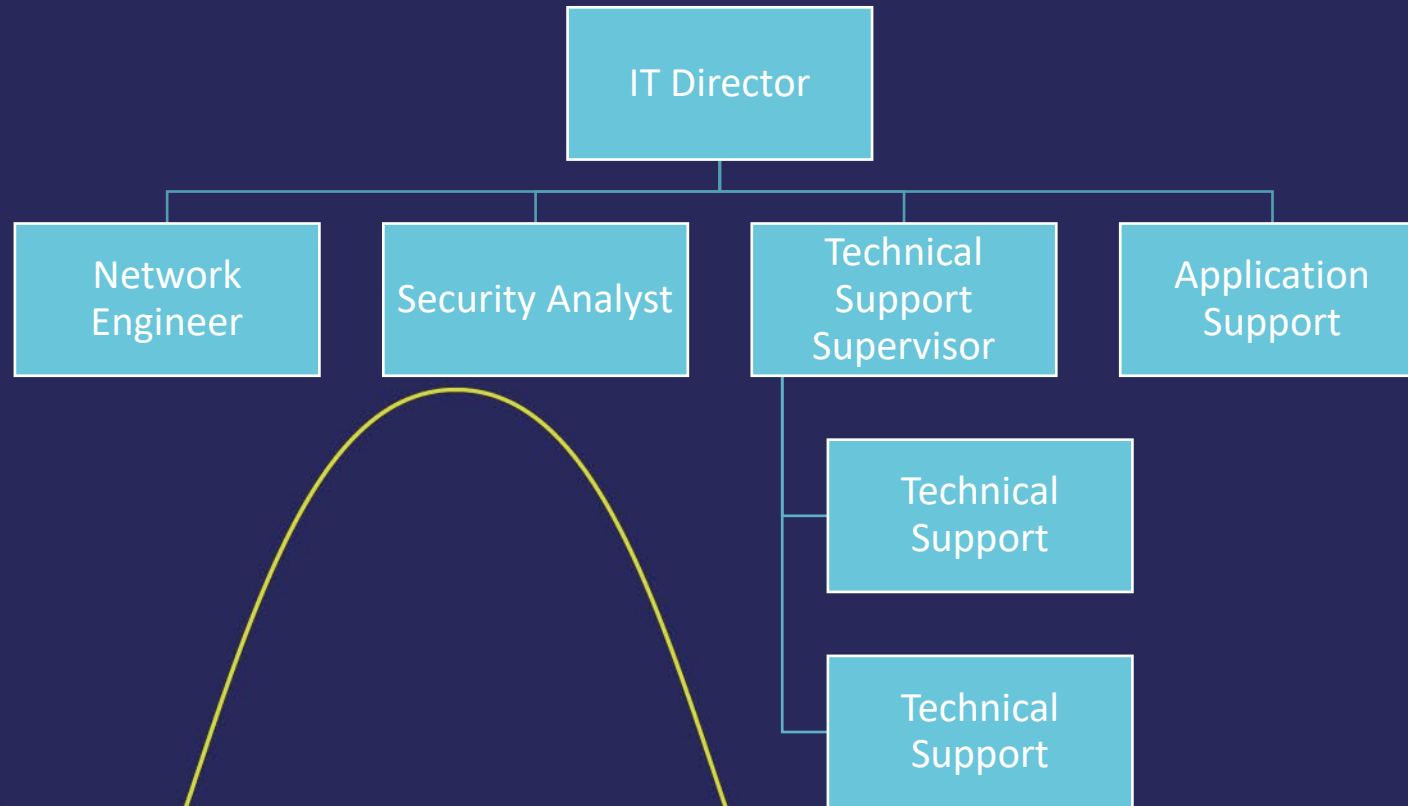
## Succession Planning

### SOME THINGS WE ALREADY DO:

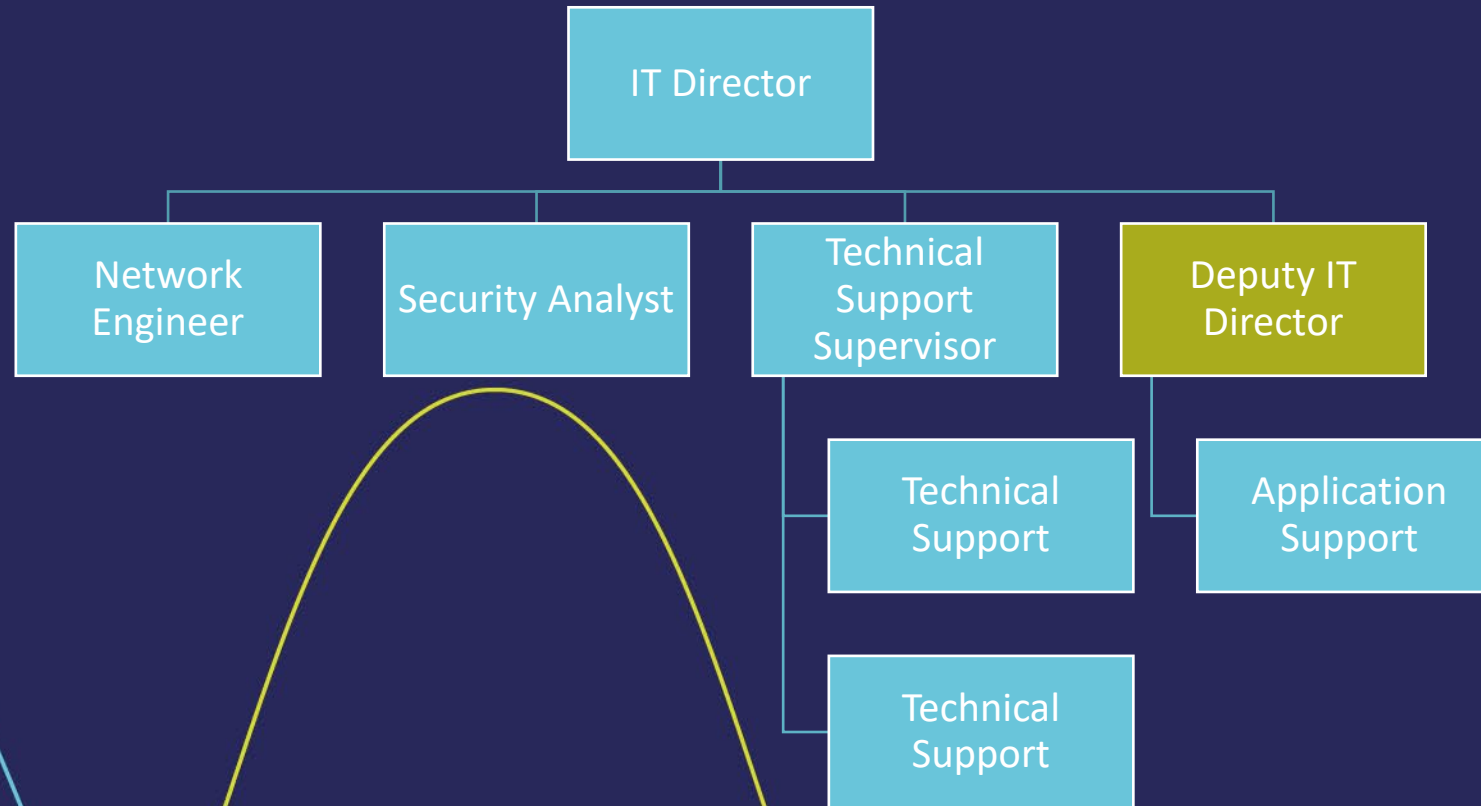
- IT Technical Support Supervisor position created Nov. 2022
  - Management position with two direct reports
  - Not true “Succession Planning” but increased career opportunity
- Cross Training within the Department
- Assign Primary and Secondary responsibilities for all applications
- Technical Support Specialist training in Cybersecurity



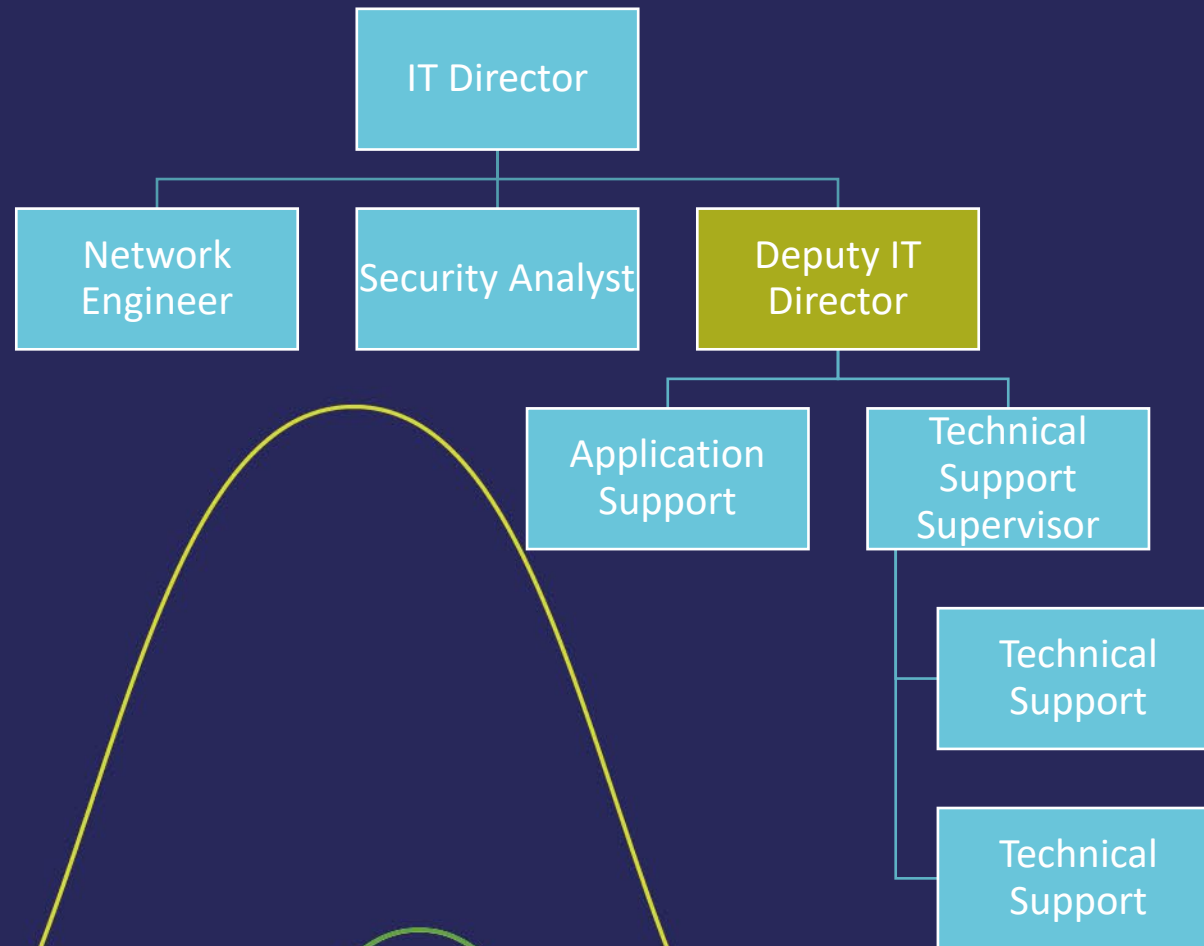
## Succession Planning



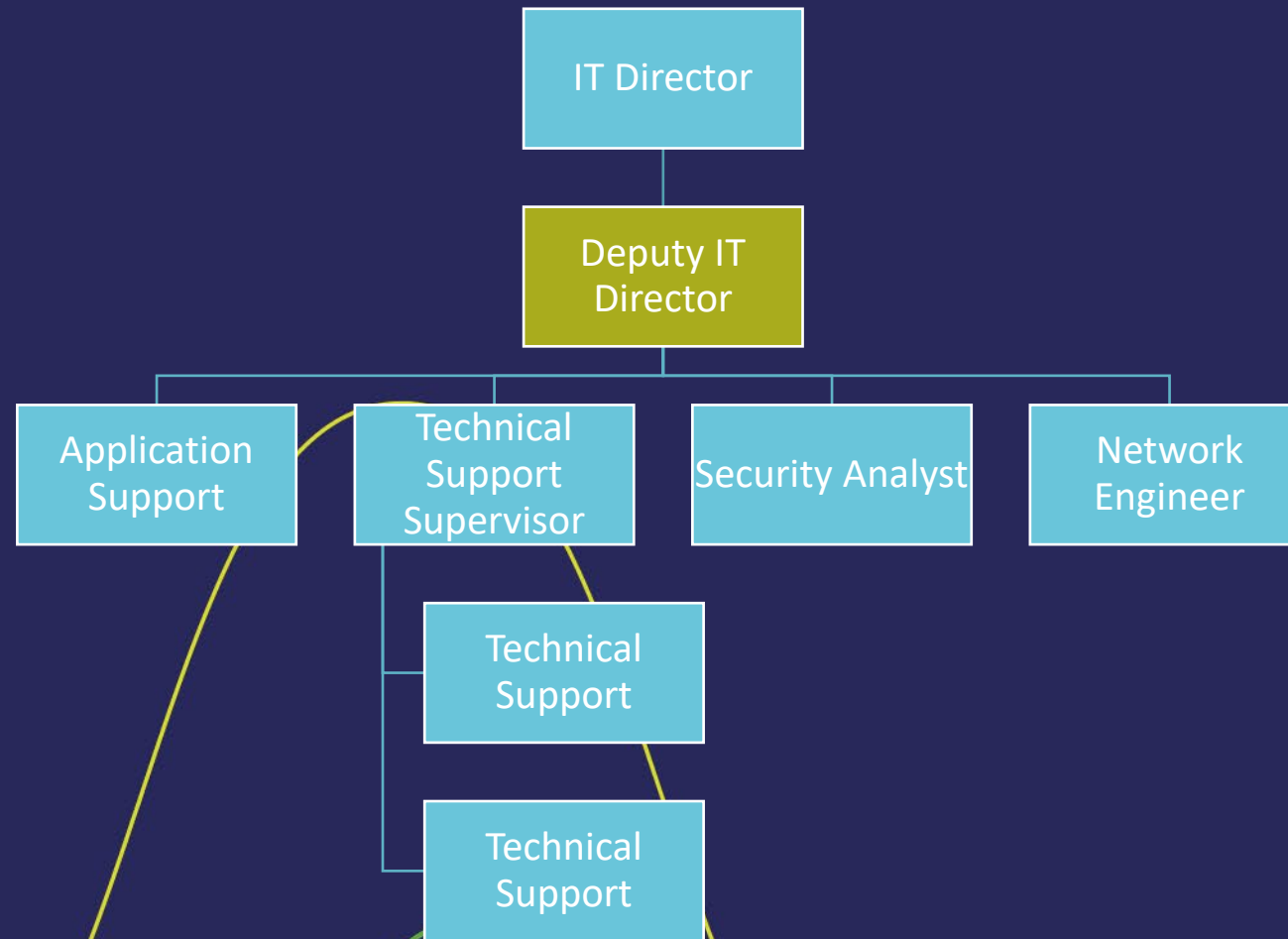
## Succession Planning



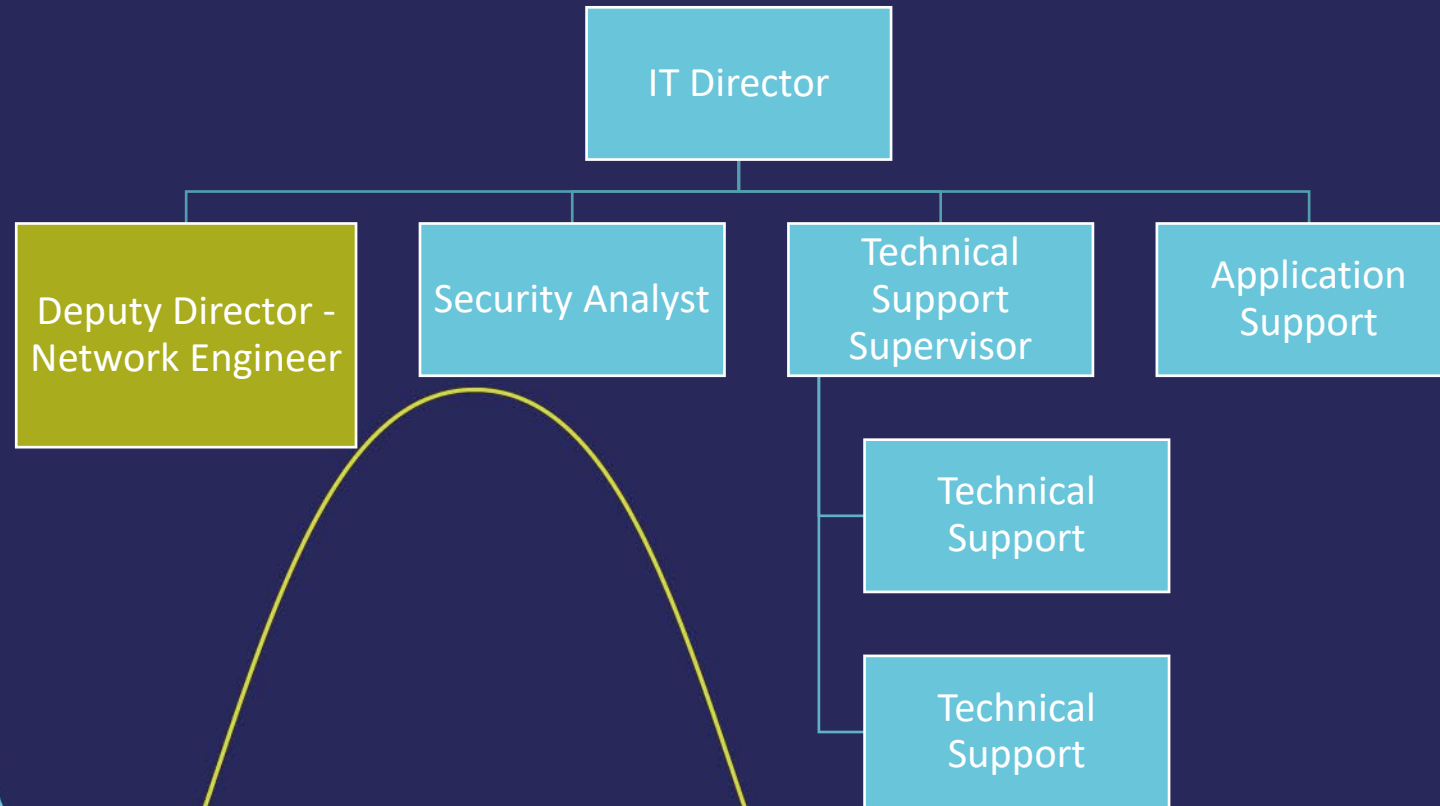
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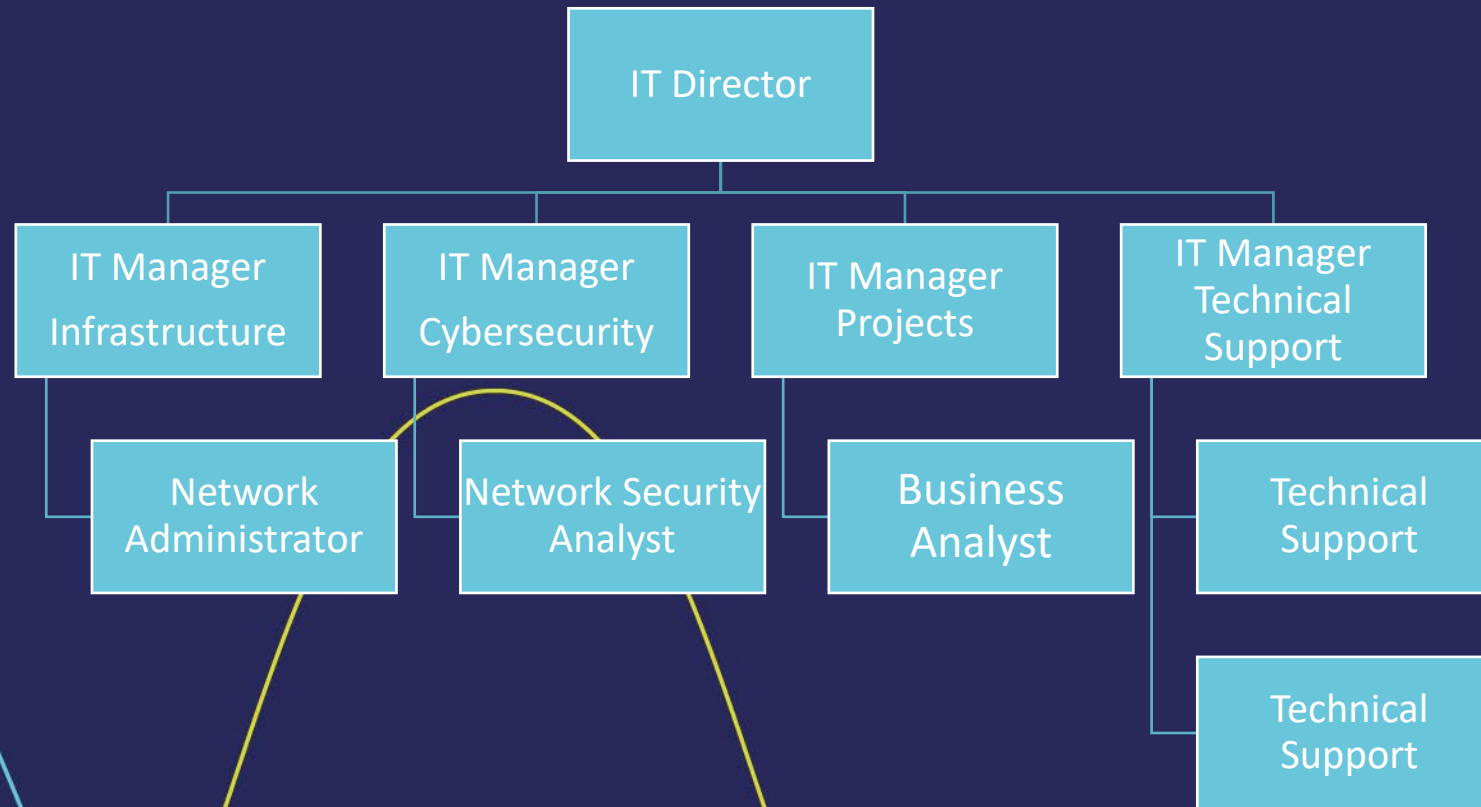


# Succession Planning





## Succession Planning



# Questions?