

IT STEERING COMMITTEE

Meeting Minutes

Tuesday, April 21, 2020

I. Call to order

Called to order by *Chairman Matt Kuhn* at 10:05 a.m., Tuesday, April 21, 2020.

II. Roll Call

Voting Members:

III. Matt Kuhn, Chair

Aaron Hall, Vice-Chair

Sam Powers, Secretary

Anthony Alexander

Malikah Crawley

Mathilde Crosby

Wink Downen

Adrienne Evans

Quran Folsom

Debra Gates

Travis Green

Cliff Norville

Tamarques Porter

Scott Sharpe

Pamela Skelton

Cedric Wooten

Joe Young, II

IV. Others Present:

John Halbert

Chamayne Hart

Shawn McClure

Rick Rough

Joe Solaas

Smita Sompalli

Richard Steig

Leonard Tan

Jeff Yallope

V. Approval of minutes from last meeting

Motion made by *Pamela Skelton*, Seconded by *Debra Gates* to approve the minutes from the *Tuesday, February 18, 2020* meeting.

VI. Sub-Committee Reports:

A. Review / Update from the Security Sub-Committee - Quran Folsom Presented

The goal of this Sub-Committee is to focus on the importance of advising Shelby County Government employees that networks are being compromised, especially during this Covid-19 pandemic. Companies and organizations are seeing, while some are experiencing, the effects of networks being hacked and the damaging effects of the aftermath and even though Shelby County Government has not experienced such, we must remain vigilant in knowing that we are not obsolete. We must ensure that **ALL** employees complete and comply with the Annual Use Training requirements.

Debra Gates advised that the Trustee's Office will be responsible for acknowledging the agreement.

B. Review / Update from the GIS Subcommittee - Renewal of the ReGIS Policy Board Review of Resolution – Richard Steig / John Halbert Presented

The renewal of the policy remained the same, no changes were made and a vote was not warranted by the committee. This resolution reviews addresses, properties and mapping for Shelby County.

VII. Old Business:

A. County Commission Neighborhood Security Cameras – Wink Downen Presented

The Shelby County Board of Commissioners is providing funding of \$185,000.00 for each of their political districts for the various law enforcement agencies in Shelby County to install cameras to assist in crime reduction efforts. This project will allow neighborhoods to have working security cameras set up throughout the neighborhoods.

The SCSO will be leasing LPR (License Plate Reader) cameras from Flock Safety to be installed at strategic locations. The solution ensures that the data captured by the cameras can be easily shared among other law enforcement agencies to assist in the investigation and solving of crimes.

- ***Matt Kuhn Requested the Motion*** to approve the Neighborhood Security Cameras
- ***Cliff Norville*** Motioned to Approve and it was Seconded by ***Pamela Skelton***.
- **Roll-call Vote – Motion Passed** for the Neighborhood Security Cameras

VIII. Acknowledgements

- No Acknowledgements were made

IX. New Business

A. Journal Technologies: JUSTWARE Contract - Rick Rough Presented

JustWare Defender is a proprietary Public Defender's case management system owned by Journal Technologies Inc. Journal Technologies is the sole source provider of maintenance for JustWare Defender.

This SOFTWARE MAINTENANCE AND SUPPORT AGREEMENT, by and between Journal Technologies, Inc., a Utah corporation, and **Shelby County Government**, is made as of the date executed by both Licensor and Licensee.

- **Matt Kuhn Requested Motion** to approve the JUSTWARE Contract.
- **Wink Downen**, Approved the Motion and **Debra Gates**, Seconded the Motion.
- **Roll-call Vote – Motion Passed** for the Journal Technologies: JUSTWARE Contract

B. Courtroom Technology Audio/Video – Jeff Yallope, Presented

Courtrooms are advancing in the direction of electronic presentation; at the same time, the population is becoming increasingly computer literate and technologically dependent. Despite the rapid advance in courtroom technology and its many advantages, there is still some lingering resistance to the incorporation of technology in the courtroom, such as a judge's fear or unfamiliarity with presentation technology or the type of court itself.

Although Shelby County has varying technology installed throughout court divisions, the only uniform technological advancement made is sound reinforcement consisting of microphones, speakers an amplifier, and EQ or mixer.

- Jeff Yallope and Aaron Hall provided an overview of the project and described how the upgrades will include upgrades such as microphones, video technology capabilities for the Shelby County Courthouse located at 140 Adams.
- Matt Kuhn asked, "Will the Judicial Elected Officials support this new technology?"
- Aaron Hall responded by saying, "The new systems will make the Courthouse as uniform as possible. But some will be in full agreeance and some may be against it."
- Matt Kuhn asked, "How quickly will the install take?"
- Jeff Yallope responded by saying "As soon as the County Commission approves the request, the equipment will be ordered. Covid-19 may have some impact as it relates to supplies. But it shouldn't impact our schedule too much."

All Courthouses and Courtrooms will be included in this renovation and it's estimated at \$500,000 next year and the following year.

- Adrienne Evans asked “Will General Sessions be included in this renovation?”
- Aaron Hall advised, “That General Sessions will be included in the renovation next year, 2021.”
- Jeff Yallope added, “That during these current conditions, renovations will be an issue to work around.”
- ***Matt Kuhn Requested Motion*** to approve the Courtroom Technology Audio/Video
- ***Debra Gates***, Approved the Motion and ***Joe Young, II***, Seconded the Motion.
- **Roll-call Vote – Motion Passed** for the Courtroom Technology Audio/Video

C. Courtroom Technology Court Recording – Jeff Yallope Presented

General Session currently uses an outdated procedure (CD’s) for the record keeping court recordings. This causes issues with tampered and possibly lost records due to climate changes, careless usage, disc burn and media errors. This impedes its operations and makes it non-compliant for record keeping. General Sessions needs a Digital Court Recorder (DCR) multi-channel audio video recording solution with a fully integrated A/V workflow, which can offer the best storage and distribution solution.

- Jeff Yallope advised that “This renovation will help with the compliance issues that we are currently facing. The current technology that we are using is about 12 years old. The project objective calls for updating sound reinforcement and digital signal processing hardware, and implementing DCR (Digital Court Recorder) software across all courtrooms. In addition, the project will include updating the existing media distribution hardware, incorporating a document camera, and core presentation hardware for media distribution. The project will provide new technological capabilities and resources to all parties, and in every GS Criminal courtroom.”
- Travis Green advised “That once courts have concluded and passed a case on to Criminal Courts, there must be a justification as to why and if a defendant appeals a decision or contest to unfair treatment, the courts should be able to produce a recorded copy of the court proceedings to be compliant. At this time, we are dealing with a 12 year old system and we only have 1 CD, and if it happens to be or become scratched, there is no way of retrieving or repairing the information that was recorded,” If we cannot provide adequate recordings to clients, we are not in compliance with the Tenn. R. Crim P., Rule 5.1(3) and (d). A recording displaying the events that leads to a case being escalated to Criminal Court must be available and provided upon request.

- ***Matt Kuhn Requested Motion*** to approve the Courtroom Technology Court Recording
- ***Pamela Skelton***, Approved the Motion and ***Joe Young,II***, Seconded the Motion.
- **Roll-call Vote – Motion Passed** for the Courtroom Technology Court Recording

D. Core Infrastructure Refresh - Joe Solaas and Leonard Tan Presented

- Information Technology Services hosts the County’s Network and Storage infrastructure providing connectivity and storage resources to business-critical applications across two datacenters. Due to the critical nature of this hardware, continued support and adequate storage capacity is mandatory. The existing network hardware is aging and approaching end of life, while the current storage is almost at capacity.
- Leonard Tan advised that “Replacing the network infrastructure and increasing the network storage capacity will result in better system security, increased network throughput, and additional capacity for storing county business data. Also allows for continued consolidation of IT infrastructure. Project Completion Date is scheduled for June 30, 2020.”
- ***Matt Kuhn Requested Motion*** to approve the Core Infrastructure Refresh
- ***Aaron Hall***, Approved the Motion and ***Quran Folsom***, Seconded the Motion.
- **Roll-call Vote – Motion Passed** for the Core Infrastructure Refresh

E. Cisco Amp – Shawn McClure Presented

- Shelby County Government is heavily dependent on the use of End Point Protection (EPP) to prevent and stop breaches of County systems. The current EPP solution is nearing end of life and will soon be supplanted by a new version which, during testing, has proven to be extremely difficult to implement and which lacks the effectiveness of other solutions on the market. Based upon the increase of malware attacks proliferated through email and malicious websites, end point protection is becoming even more important and, with multiple versions of the same virus being released, sometimes within days of each other, must include several types of new technology to keep up with the malicious actors.
- To increase the County’s malware detection, defense, and remediation capabilities, Information Technology Services recommends the Cisco Amp product. Our review of the solution revealed that it was fully effective in the areas of behavioral threat detection, sandbox analysis, cloud based reputation and domain monitoring, cloud based detection, ransomware detection and prevention (using machine learning), and agents for all currently utilized operating systems in use at the County.

- ***Matt Kuhn Requested Motion*** to approve the Cisco Amp Product
- ***Wink Downen***, Approved the Motion and ***Quran Folsom***, Seconded the Motion.
- **Roll-call Vote – Motion Passed** for the Cisco Amp Product

F. Software AG Maintenance – Smita Sompalli Presented

Shelby County purchased Software AG’s WebMethods Enterprise Service Bus (ESB) solution as a tool to allow communication between disparate computer systems. Information Technology Services (ITS) uses this tool, as an example, to communicate between the case management system used by Criminal Court and the Criminal Division of General Sessions Court and the offender management system for the Jail and Correction Center as well as the Public Defender case management system. ITS will need to purchase maintenance in order to continue support for this product.

- Smita Sompalli advised that “This system is required by or directly supports one of the Shelby County Long Term Information Plan strategic objectives. This maintenance is necessary for the Shelby County Integrated Criminal Justice Information System.
- Chairman Kuhn asked “If this was the best deal for the product?”
- Smita Sompalli responded by saying, “Yes.”
- ***Matt Kuhn Requested Motion*** to approve the Software AG Maintenance
- ***Cliff Norville***, Approved the Motion and ***Wink Downen***, Seconded the Motion.
- **Roll-call Vote – Motion Passed** for the Software AG Maintenance

G. Managed Security Services – AT&T Update – Shaw McClure Presented

- Update on AT&T; 3rd year into contract, funding will remain the same as before \$181,285.38 FY 20-21.
- Chairman Kuhn asked, “Is a vote needed to proceed to the Commission?”
- Shun McClure stated that, “NO vote was required at this time.”

H. Adjournment

Motion to adjourn made by ***Adrienne Evans*** and Seconded by ***Quran Folsom***

I. Next Meeting

Tuesday, May 19, 2020, at 10:00 a.m. Virtual Meeting