

## **GARLAND COUNTY I.T. MEETING**

**THURSDAY, MARCH 8, 2018, 9:00 a.m.**

**GARLAND COUNTY COURTHOUSE, ROOM 200**

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A meeting of the Garland County Department heads and/or members, and I.T. Committee members was held on Thursday, March 8, 2018, at the Garland County Courthouse, Room 200. In lieu of Chairman of the committee, Justice Larry Griffin's absence, Justice Denise Marion called the meeting to order at 9:00 a.m.

**Members Present:** There were thirteen (13) representatives present:

Jeff Winter, Bo Robertson, Ronetta Burroughs, Lanie Martin,  
Shannon Sharp, Amber Biter, Pam Rodgers, Kristie Womble,  
Allison Dodge, Susan Ashmore, Denise Marion, Paul Thompson,  
Jeannie Pike

**Members Absent:** Justice Larry Griffin

**Guests:** None

**News Media:** None

Justice Denise Marion called the meeting to order and introduced the first item of business, the Shortel phone system upgrade.

**1. Agenda Item II: Shortel Phone System and Window 7 Upgrades**  
Jeff Winter

Winter stated that all county phones must have a software upgrade to the Shortel system this year. This upgrade is two-fold: a server upgrade and a desktop software upgrade. The server upgrade will have little to no effect on efficiency due to implementation being on a weekend, except for the Sheriff's Office. Provisions will be made so that dispatch, cell phones, etc. will have no issues due to this upgrade. The desktop software upgrade, however, will be "broken" on the Monday of implementation and will take about a week to reinstall the software on every county computer. These reinstallations will be prioritized based on employee feedback of who uses this desktop software. Comptroller Ashmore inquired if this upgrade would come at a cost; Winter explained that this will be at no extra cost to the county. Winter then introduced the topic of Window 7 upgrades. At the end of 2019, Microsoft has announced that it will discontinue support for

Windows 7. This impacts the county, because they will no longer make security patches. This means we would be susceptible to attacks; therefore, we cannot afford to have these machines on our network. The county currently has 60 to 70 machines that will need to be replaced within the next two years; therefore, all departments were urged to budget accordingly. Winter went on to introduce a third item: phishing attacks via email. Winter went on to explain that the Fire-Eye system focuses more on security. Fire-Eye also issues spam reports on the more mundane things, and his preference is that we do not open those emails; these could also make us susceptible to attacks. Winter noted that the safest option to view attachments and links through email is through a mobile device. Winter went on to say that he will be conducting training to the county by having a fake phishing attempt sent to each employee via a test email, which will then let the employee know how he/she did.

Justice Marion opened the floor to Lanie Martin and Amber Biter for updates on the county website.

2. Agenda Item III: Website Launch, Updates, and Adjustments  
Lanie Martin & Amber Biter

Lanie Martin began with a general overview of the website and additions, such as prior audits. Martin opened the floor to Amber Biter, who reported that most updates being made to the website are individual page adjustments by each department. She noted that the general opinion of CivicPlus support has been positive, but that all web users are welcome to contact her and Lanie for support as well. She addressed that the next step of the website is utilizing more modules and familiarizing ourselves with making further adjustments to the pages such as adding forms and keeping up with subscribers. In addition, Biter noted that it may be a good idea to check up on each department's page, regardless of how often each department uses the site. Martin noted that the Intranet is now up and running, which contains county picnic pictures, upcoming events, and Human Resources documents. Discussion ensued as to how to access the intranet. It was noted that department heads must notify the system administrators when an employee no longer works for the county as part of the exiting process. In response to a question with regards to adding another administrator to a department's page, it was explained that each department could have a publisher, but that it is not possible to have more than the existing administrators for the integrity of the website's structure. Justice Marion enquired about additional website pictures, which was agreed upon to take a more active role in acquiring those. Winter asked if a press release had been issued regarding the website, which was answered in the affirmative. He also suggested that web stats be utilized for the improvement of the site, which was duly noted. Justice Marion suggested a community billboard calendar creation, as well as departments utilizing the website for cutoff dates, etc. It was also noted that employees be recognized either on the main website page or via the intranet.

3. Agenda Item IV: Reminder to Keep Your Disaster Recovery Plan Updated and Available for the State Auditor  
Lanie Martin

Martin began with listing a few departments whom she has helped with the ACOOP (Arkansas Continuity of Operations Program) plan, and noted that anyone may contact her for help with this. She noted that as part of the plan, you must have two scenarios: one being a computer failure plan, and the other being a certain threat, such as an active shooter. Departments must have two a year, and are to update the discrepancies. It was also noted that offices must have a remote access log and small equipment log.

4. Agenda Item V: Review and Discussion – Open Discussion for any department with questions

Ronetta Burroughs, Sheriff's Office Administrator, inquired if the Sheriff's Office will be able to use the read-only feature in the AS400 software past June. Winter noted that after June, users may still use the software without paying extra. It was established that no further investment would be made, but the Sheriff's Office will continue using the software. General discussion ensued.

Justice Marion adjourned the meeting.

Respectfully submitted,



Amber Biter  
Recording Secretary

Date Range: 11/22/17 - 4/3/18

Label	Pageviews	Total time spent by visitors (In seconds)
Garland County, AR   Official Website	36048	1610818
Sheriff's Office   Garland County, AR	26557	1184185
Garland County, AR	36908	1878821
Inmate Roster   Garland County, AR	16948	1393228
Assessor's Office   Garland County, AR	8336	622955
Juror Information   Garland County, AR	5871	347548
Search Court Cases/CourtConnect   Garland County, AR	5358	377599
Departments   Garland County, AR	4634	122477
Circuit Clerk   Garland County, AR	4503	188999
Inmates   Garland County, AR	3690	71228
Court Case/Judgement Lookup   Garland County, AR	4679	362342
Tax Statements & Receipts   Garland County, AR	3323	297151
Garland County Tax Collector   Garland County, AR	3044	198134
Offender Registry   Garland County, AR	2137	113143
Payment Options   Garland County, AR	2054	107620
County Maps   Garland County, AR	1862	198626
Public Records   Garland County, AR	1423	66613
Employment   Garland County, AR	1125	34702
I'm Looking For...   Garland County, AR	978	28257
Marriage Licenses   Garland County, AR	1004	57853
House-to-House Solid Waste Pick-up Service   Garland County, AR	915	84296
Garland County Clerk   Garland County, AR	872	48419
Garland County Assessor Shannon Sharp and Staff Contact Information   Garland County, AR	745	56289
Garland County Landfill   Garland County, AR	875	55570
Government   Garland County, AR	685	23777
Environmental Service   Garland County, AR	586	12899
Meet the Sheriff   Garland County, AR	542	21479
Recorder's Office   Garland County, AR	667	43188
Circuit Court   Garland County, AR	692	18846
Cedar Glades Park   Garland County, AR	554	19059
County Judge's Office   Garland County, AR	499	36416
Online Services   Garland County, AR	489	36009
Contact Us   Garland County, AR	425	33119
Road Department   Garland County, AR	435	33892
Public Defender's Office   Garland County, AR	383	23953
Department of Emergency Management   Garland County, AR	518	70084
Court Services   Garland County, AR	363	9350
Justices of the Peace   Garland County, AR	450	25105
About   Garland County, AR	354	13620
Job Openings   Garland County, AR	371	6414
18th Judicial District East Prosecuting Attorney   Garland County, AR	295	14690
Probate   Garland County, AR	381	17299
Files/Forms   Garland County, AR	262	32736
Page Name not defined	220	0
Quorum Court   Garland County, AR	300	15509
Community Programs   Garland County, AR	260	9080
County Codes, Resolutions & Ordinances   Garland County, AR	344	59088
Foreclosure Schedule   Garland County, AR	304	20944
Juvenile Detention   Garland County, AR	235	15296
Treasurer's Office   Garland County, AR	235	16052
Human Resources   Garland County, AR	201	12800
Online Payments   Garland County, AR	207	6396
Coroner's Office   Garland County, AR	145	6265
Addressing   Garland County, AR	161	15823
Business   Garland County, AR	147	7501
Finance Office   Garland County, AR	222	24506
Environmental Inspections   Garland County, AR	211	16640
Garland County Courthouse   Garland County, AR	143	6166
Searching in CourtConnect   Garland County, AR	144	5053
Forms & Policies   Garland County, AR	144	11953
PREA   Garland County, AR	128	4176
Floodplain   Garland County, AR	176	27449
Elections   Garland County, AR	136	4442
Maps   Garland County, AR	132	8711
About the Prosecuting Attorney   Garland County, AR	100	6111
Candidates   Garland County, AR	111	3717

Date Range: 11/22/17 - 4/3/18

Label	Total time spent by	
	Pageviews	visitors (in seconds)
District 4   Garland County, AR	112	6658
Library   Garland County, AR	102	4428
Covenant   Garland County, AR	98	7053
Minister Credentials   Garland County, AR	99	5862
Garland County Veteran Service Office (GCVSO)   Garland County, AR	95	4949
District 3   Garland County, AR	92	6317
District 12   Garland County, AR	89	7291
Help for Users   Garland County, AR	88	2862
Accessibility Information   Garland County, AR	79	3138
Collections   Garland County, AR	75	2827
District 5   Garland County, AR	81	6876
Search by Person Name, Business Name or Case Type   Garland County, AR	97	5138
FAQs   Garland County, AR	102	3021
District 1   Garland County, AR	75	3836
District Courts Contact Information   Garland County, AR	70	5496
Cooperative Extension Services   Garland County, AR	93	5549
County Attorneys   Garland County, AR	85	3479
File a Report   Garland County, AR	75	3525
District 10   Garland County, AR	65	5694
Garland County History   Garland County, AR	71	3534
District 2   Garland County, AR	63	4221
Social Networking   Garland County, AR	87	1216
2017 Resolutions and Ordinances   Garland County, AR	65	9307
Public Works & Buildings/Environmental Committee   Garland County, AR	64	3291
Voter Registration   Garland County, AR	67	1866
FAQ&#039;s   Garland County, AR	64	3187
Public Health, Welfare & Safety Committee   Garland County, AR	59	2328
District 6   Garland County, AR	60	4548
Elected Officials   Garland County, AR	80	12512
Stormwater   Garland County, AR	80	7393
District 11   Garland County, AR	60	1580
Election Commission   Garland County, AR	54	2322
District 9   Garland County, AR	56	3099
Applications & Permits   Garland County, AR	60	3111