

Affiliate Presidents Technology Roundtable Meeting

August 21, 2006

ISAC Office

Margie Pitts – Auditors
Jason Siebert – IT
Mike Grandon – Treasurers
Steve Edwards – Conservation Directors
Judy Cosgrove – Recorders
Les Beck – Zoning Administrators
Mike McClain - Engineers
Jill Eaton – Community Services
Wayne Clinton – Supervisors
Luke Nelson – Environmental Health Director
Bill Peterson – ISAC Executive Director
Robin Harlow – ISAC Technology Project Manager
Steve DeVries – ICEA Service Bureau Executive Director
Tammy Norman – ISAC Technology Services Coordinator

Welcome, Introductions and overview of agenda

Introductions made

Agenda reviewed – see attached.

History and Timeline for County Technology

Bill Peterson gives a brief overview and history of technology projects by different affiliates.

County Engineers – 8 years ago the engineers founded the ICEA Service Bureau

County Treasurers - created a website for payment of property taxes, purchase and renewal of vehicle tags and drivers' licenses

County Recorders – CLRIS Project

County Auditors – currently working on a technology project

In 2004 ISAC applied and was granted an \$80,000 Innovations grant. Part of this funding was to support a technology project manager position with ISAC. The role of the technology project manager was to assess the current status of technology in counties and to help develop a strategic plan for the future of technology services. Robin Harlow was brought on board in January, 2006 to fill this role.

Can we create a mechanism that our members can come to the Association when they want to create a new technology project that can help them with funding and resources? This was the idea behind the funding received from the Technology Grant.

The affiliate presidents were invited to attend this meeting to have a better understanding of the County Technology Advisory Committee and help decide to push forward with this project.

Q: Will the Advisory Board be affiliate focused? Or have more of an overarching focus?

A: Yes to both. ISAC is affiliate based organization and our board is structured around the affiliates. Our affiliates are the strength of our organization. The board will have representation from the different affiliates. This will enable the board to discuss not only affiliate issues but address those that have more of a broad-based approach or county prospective.

Q: Could we ever reach a point in time that we all work off the same platform?

A: Maybe. Each new technology project has learned from those previously created.

Q: If we move forward with this committee, should a mission statement be created? Should a definition and scope of work should be created to minimize confusion.

A: Definitely. If there is a consensus to move forward and an advisory board is created, then this should be done. Today what we are looking for is a buy in to this concept. The mission statement and scope of work will be addressed in the future.

The advisory board should not look into the replacement of the existing affiliate projects but to provide direction and resources for future projects.

Q: How does this fit in with the CREEGAC committee created by the legislation?

A: The committee was created to focus on the R/E information. It has worked well and helped to create some great working relationships between affiliates. The advisory board that we are discussing today will not replace CREEGAC but will work with it.

Broad Trends in Local Government Information Management

What is Technology? (See handouts)

"Focus on the "refers to the diverse collection of processes and knowledge that people use to extend human abilities and to satisfy human needs and wants."

Bad processes will NOT be improved by technology....just make the situation worse.

You need to take an end user perspective, how well does the processes work? Technology takes the processes already in place and applies an accelerator to it. Therefore bad processes may become worse and good processes better.

Survey Results

A technology may be created but ultimately it may not replace the current services provided. You may find that the public demands all the different processes.

Local government internet projects were viewed much lower than any other level of government. Two perspectives can be viewed from this: local government has a more personal level of contact with the public while the Federal and State do not or it could mean that the state and federal government have more advanced technology methods available.

How do we get Internet based services to the public when the county does not have the technology to provide this method?

Public Sector Trends

Globalization – easy access to information but in a secure manner

Aging Workforce – knowledge passed onto new staff as retiring workers leave.

Access to Information and Services

Shrinking Tax Base

Increased cost efficiency

Data Records Management and Information Exchange – enable information to be transferred across different databases in a seamless manner.

National Homeland Security – need to improve programs coordinating

Wireless Communications – providing a wireless environment to the public. Marshall County is currently doing this in the downtown area to the general public.

The general public is expecting to receive these types of services.

County Technology Clearinghouse Advisory Board

Step I: Establish a County Technology Clearinghouse Advisory Board

Establish a permanent advisory board to enable us to access additional funding for projects by establishing credibility. We will be viewed as well established committee that has direction and will not be viewed as an entity without it.

Step II: Establish Clearinghouse Objectives

- A. Assessment
 - Current Technologies
 - Business Processes
 - Document
 - Priority List of Prospective Applications
- B. Develop Strategic Plan
 - Infrastructure
 - Products and Services
 - Policies and Procedures
- C. Develop and implement an action plan
 - Work with third party vendors
 - Use Priority list
- D. Post-project Assessment
 - Measure impact
 - Future may be limitless – technology always changing

What is the purpose of the Advisory Board committee?

To facilitate – to bring parties together. Hopefully in doing this it will put the committee into a leadership role. First, the committee will need to establish credibility, thus bringing value to new projects.

Managing the implementation?

There would be a need for ongoing management. A manager should be in place to ensure that the goals are being met.

Q: How do you see this committee in bringing funding to these projects?

A: The staff assigned to work for the advisory board will need to identify the counties or affiliate needs and then actively seek resources to pay for these needs. Some possibilities to generate the needed revenue could be in the form of grants, legislation or perhaps garnering a relationship with a private entity.

The advisory board will not have the authority to mandate to the affiliates on how to run its own projects. The advisory board is to be an information sharing and resource for those who wish to utilize it.

The advisory board will enable information sharing and help to prevent overlapping of existing technologies.

Q: Where does the money come from to do this? Who decides how it is spent?

A: Ultimately we all have the same goal, better service to the public. The Advisory Board could provide information sharing among the affiliates. It would allow affiliates to share their knowledge by sharing with others the information and wisdom gathered by their own "pioneer" projects. This board will have to prevent the overlapping of developing technologies that are already in place and existing, thus helping to save money.

The advisory board can add value to those with existing technology projects by adding additional funding and resources to aid in their improvements of their projects.

There are a lot of things the 99 counties should do individually but also there are benefits to doing projects jointly.

Lack of communication can cause issues to stall out projects funding. Better communication can help to ease these types of concerns. The role of the advisory board could be to better communicate the needs of the public and how to create technology services to fill this need.

Lunch Break

Examined the North Dakota and Texas technology projects.

Texas: <http://www.cira.state.tx.us/>

North Dakota: <http://www.ndaco.org/automation/>

Discussion on Advisory Board Profile and Expectations

ISAC Questions

What additional information do you need from ISAC to enable you to go back and discuss this project with your affiliate members? The board would have representation from your affiliate. Do you see having one or two representatives or perhaps one primary and one alternate?

ISAC needs a commitment from the affiliates to participate in the process. ISAC needs to make sure all your questions and concerns are addressed. Bill or Robin would be willing to meet with your affiliate's executive boards to discuss this with them directly, if you would like them to.

What is the right number to participate?

Should all 15 affiliates have to be on board to proceed? Could it only be 10?

Are there some affiliates that do not wish to participate?

Discussion and Summary

Q: What is the time commitment involved?

A: Initially a couple of one or two day intense meetings. These meetings will address the establishment of the mission statement and goals of the board. Once up and going it could be a quarterly meeting.

Q: Could it be a web-based or tele-conferences?

A: The first meetings will have to be face to face but once the committee is established it could become tele-conference style. The member assigned to the board would need to be someone committed to the project but not already overly burdened.

Q: At the Fall School, would Robin or Bill be willing to meet with the executive boards or affiliate members?

A: Waiting until the Fall School delays the process. If possible could Robin or Bill meet with the executive board before that timeframe? As individual affiliates are scheduling their executive board meetings, please notify ISAC.

Q: What is the timeframe?

A: Ideally ISAC would like to have the first facilitated advisory board meeting before the end of the year.

Q: Is the first step assessment?

A: No, the first step is the creation of the advisory board

Q: Can the Advisory Board be in place by the Fall School?

A: Most affiliates can be ready for this by this timeframe. ISAC will have these meeting notes and a Q & A paper prepared so that the executive boards can access them. ISAC is also willing to pay for conference calls necessary to facilitate this.

Q: What is needed from these executive board meetings, is it a commitment and a name of a representative?

A: Yes

Q: Should the information be sent out to the affiliate presidents or should ISAC send it directly to each of the executive board members?

A: The consensus is to send it to the affiliate presidents directly and have them disperse the information to each of their executive board members.

Q: Could this process be tied to the steering committees?

A: The advisory board could recommend to the ISAC Board of Directors to establish a new steering committee for technology or possibly have the advisory committee perform this function.

Action Steps

A deadline has been agreed to of October 1st to hear back from the affiliate presidents about buy in. ISAC will have the information needed for presentations to the affiliate membership or executive board by the end of August. Bill, Robin and Tammy are available to answer calls and questions as needed.

Tuesday, August 21st – Zoning to have a tele-conference and will include Bill Peterson.

Meeting Notes submitted by: Tammy Norman