



ISLAND COUNTY INFORMATION TECHNOLOGY

Request for Information

ABSTRACT

Island County Information Technology requests a fact-based assessment to identify areas for improvement and efficiency. The Assessment will answer the question of whether technology services meet the requirements and expectations of the County government.

RFI - Information Technology Assessment

You are invited to submit a response to provide information regarding an assessment of Island County Information Technology (IT). Island County seeks to identify a consulting firm that can perform an assessment of technology to aid in building a multiyear technology roadmap. Selected firm will be contracted to provide assessment requirements posed at the end of this document. Budget for this project is \$25,000.

The Island County Information Technology (IT) department requests a fact-based assessment to identify areas for improvement and efficiency. The Assessment will answer the question of whether technology services meet the requirements and expectations of the County government.

An assessment is desired because:

- Technology is constantly evolving so the County would benefit from an evaluation of advancements in context of the current environment and County goals.
- Threats evolve and deficiencies exist despite best efforts to mitigate risk. An assessment will define what's working well, what isn't and provide insight as to why.
- The County needs to determine whether technology is moving them forward, IT staffing and spending is appropriate, and provide insight about efficiency in the department.

Responding Company Information should include:

Company Name

Full Address

Authorized Representation Name and Title

Telephone Number

Email Address

Information about Company:

- Background and history
- Size of company
- Areas of expertise
- Technical skills of staff.
- Services offered.
- Provide experience with a project of similar needs.
- Customer references (government)

PLEASE SUBMIT INFORMATION NO LATER THAN 4:00 P.M. LOCAL TIME ON February 9, 2024. Responses will be submitted via **email to: itdrfp@islandcountywa.gov**. (Should Island County close for unforeseen reasons (force majeure) on the date the solicitation is due, the above referenced date will be changed to 4:00 P.M. the first date Island County is open to conduct business).

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Background

Department and locations

IT transitioned from a Central Services to an IT department in 2010. Since that time IT has grown and evolved. The organization of 13 employees includes a Director, Deputy Director, Business Manager, Inventory Coordinator, System Administrators (two - one lead and an administrator), Database/Software Engineer, Network Administrator, Desktop Technicians (three), and Geographic Information Systems (two - manager and technician).

Island County is comprised of two inhabited islands – Whidbey and Camano. IT employees are located at the Coupeville campus and provide services to 23 locations, some having special needs depending on functionality (e.g., sheriff precinct, courts, etc.). The geographic distance between locations creates a challenge to provide an equal level of service to all. As an example, providing service on Camano Island requires just under three hours of travel time, and service to the north or south end of Whidbey adds an hour of travel to provide in-person service.

Many County employees work from home locally and some in different time zones. IT supports remote employees during standard PST work hours utilizing remote connection tools to troubleshoot and support.

Policy

IT has a usage policy that is incorporated in the County personnel manual. It requires the HR Director to update which happens very infrequently (every 5+ years). Technology advances indicate that the policy should be updated annually.

Network

IT network infrastructure is centered on the Coupeville campus which has redundant internet connections and primarily a fiber backbone between the buildings on campus. Outlying locations are connected to the internet and utilize a static VPN tunnel to connect to the county's network. Broadband service providers vary depending on location – the department currently manages connectivity with four telecommunication carriers. In addition, the county maintains an active connection to the Washington State network for various county departments, municipalities, and the 911 service provider.

Server Environment

IT manages a virtualized Microsoft Server environment in 2 separate locations. Both locations have backup power and are secure and climate controlled. Each location has sufficient resources to run the county's server workload independently and data is replicated between the data centers every 15 minutes.

Hardware

IT has centralized management of end-user computers and provides employees with laptops whenever possible. The county has standardized on Dell hardware and is in the process of

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moving to Windows 11. The department maintains a list of configurations of hardware provided based on the job types.

Telecommunications

A VoIP phone system (manufacturer is Mitel) is deployed and available through all County facilities. The system provides extensive call-routing flexibility.

Software

The County has standardized software to work with the Microsoft Windows platform. It subscribes to the M365 enterprise agreement and has a G3 Azure tenancy. System administration functionality and end-user productivity software are both provided by this platform. System administration includes an active process to maintain and update the Microsoft environment. Weekly patching to maintain security changes and provide incremental updates to the platform occurs.

The County maintains an extensive software portfolio of desktop and enterprise software applications that supports over 500 employees and 20-50 volunteers. The department attempts to influence purchases of software that will strategically benefit the County as a whole, however many decisions are tactical and support a single department.

Project governance is a challenge. IT has not been successful getting departments to utilize concept development forms to outline their needs by providing a simple business case. Departments often select solutions without regard to ongoing costs, IT infrastructure or support. This lack of planning and budgeting makes it difficult for IT to provide appropriate support resources.

Application support is limited, with only one departmental Application Support Analyst employed (Prosecuting Attorney). There is an expectation that IT technical staff can support any application. Although rudimentary support is achievable, the ability to support courtroom, law enforcement, health, engineering, and other applications to any depth is not available.

Security

All employees are required to authenticate and use multi-factor authentication to access the County network. Hardware and software applications are in place to maintain a secure environment. The selected vendor will be provided with additional information.

Disaster Recovery

IT has a general plan to implement in the case of a major disaster that effects infrastructure. This plan is based on a tiered approach to return to operation based on County need. A detailed working document (emergency playbook) is a work in progress.

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Assessment Requirements

IT is looking for an assessment that evaluates productivity and contributions to the longevity and growth of Island County. Assessment deliverables should include both an evaluation and recommendations:

- Create a qualitative framework/baseline of IT capabilities by conducting interviews/surveys of County employees.
- Conduct interviews with IT staff to identify needs - security, business continuity, disaster recovery, data center, etc.
- Assess the skill of the IT staff and provide an evaluation of depth of knowledge available for critical subjects.
- Evaluate IT processes, and technology portfolio and create a quantitative scorecard to measure current state of the department.
- Evaluate spending – is IT spend appropriate measured against similar sized Counties with a similar geographic distribution and count of supported locations.
- Recommend vulnerability testing based on installed security solutions.
- Provide a staffing review to identify knowledge or skill gaps in the overall staff.
- Provide recommendations for maintenance of IT usage policies.