New County Board Supervisor Orientation
May 2024

James S. Sandvig, PhD, PMP

Rock-IT strategically fosters secure and innovative technology solutions to serve the growing needs of the citizens, staff and partners of Rock County

Rock-IT
Support - Service

Agenda

- Rock-IT Mission, Vision, Guiding Principles
- CY 24 and CY 25 Strategic Pillars
- High Level Department Goals CY 24
- Organizational Structure
- 2025 Budget & Department Gap Analysis

Mission and Vision

- **Our Mission**

    - Rock-IT strategically fosters secure and innovative technology solutions to serve the growing needs of the citizens, staff and partners of Rock County

- **Our Vision**

    - Rock-IT will provide a secure and dependable environment designed to deliver seamless business continuity and mobility

Guiding Principles

- **Culture of Respect**

  - We cultivate an empathetic, caring, and inclusive environment with honest, professional communication that is respectful of others

- **Professional Growth**

  - We encourage and invest in an environment of continuous learning and dedicate time for professional development

- **Empowerment**

  - We encourage our staff to take initiative with a supportive and collaborative approach

Guiding Principles

- **Life & Work Balance**

  - We recognize the importance of a healthy balance between life and work responsibilities and make a conscious effort to create an environment that promotes resiliency and productivity

Guiding Principles

- **Security Focused**

  - We acknowledge our role and responsibility as stewards of data to keep pace with emerging technologies while applying industry best practices through education, appropriate controls, and resources

- **Continuous Improvement**

  - We regularly review our processes, procedures, and service level agreements to identify opportunities for improvements to consolidate, automate, standardize, and educate

Guiding Principles

- **Commitment to Excellence**

  - We are accessible, reliable, creative, and accountable for our actions through personal responsibility, integrity, and thoughtful resource stewardship

- **Customer Focused**

  - We meet our customers' needs through an engaged listening and prioritized approach with an innovative focus to design and deliver secure, standard, scalable, and responsive IT services

CY 24 Strategic Pillars

- **Improve Cyber Security Posture**
- **Improve Operational Effectiveness and Efficiencies**
- **Improve the User Experience**
- **Take Care of Our People**
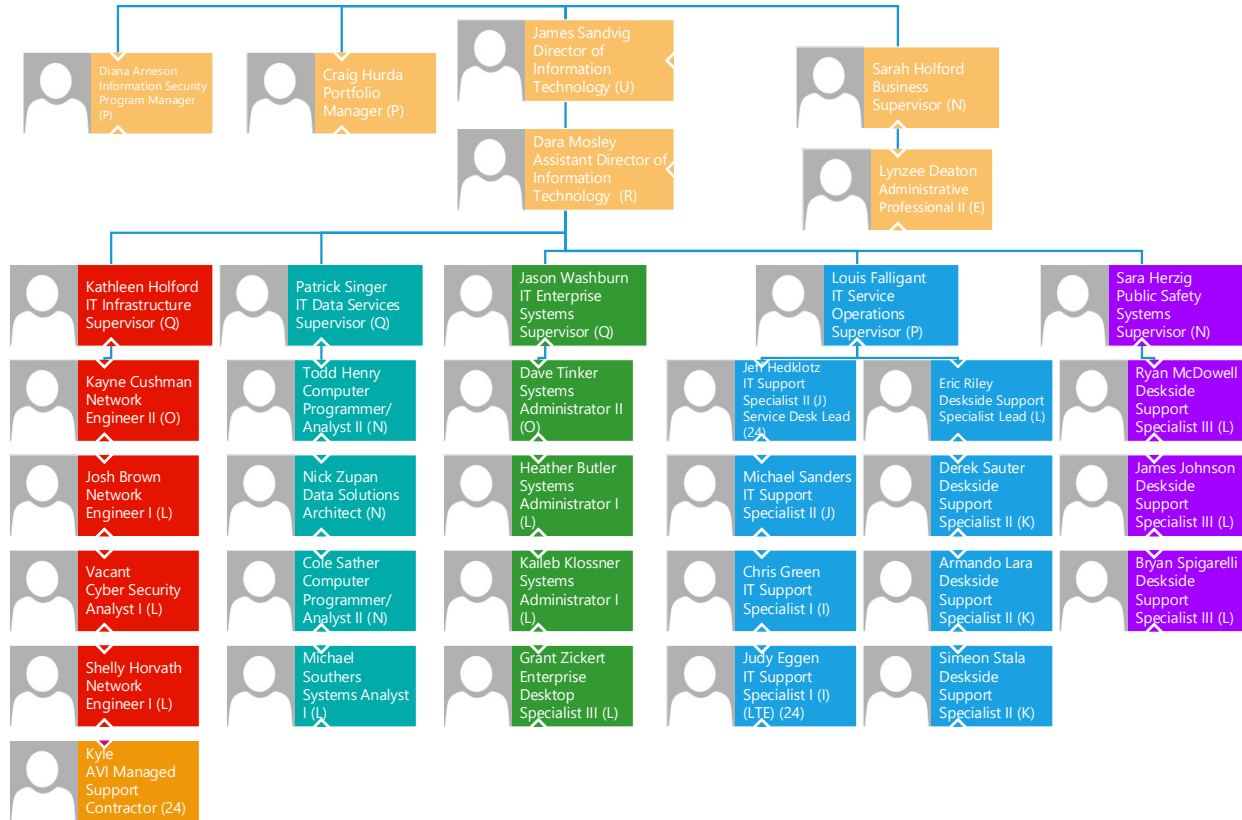
CY 25 Strategic Pillars

- **Improve Cyber Security Posture**
- **Improve Operational Capabilities and Efficiencies**
- *Improve Portfolio and Project Management*
- *Improve the Unified User Experience*
- *Take Care of Rock-IT staff*

High Level Department Goals CY 24

- Close out/ complete all 2018 High Risk (HR) Baker Tilly Audit Findings
- Close out/ complete all 2019 HR Baker Tilly Cyber Security Audit Findings
- Close out/ complete all 2022 HR HIPAA Assessment Audit Findings
- Close out/ complete all 2024 post cyber incident Cyber Security Assessment
- Strategic planning offsite in Jan '24/ July '24
- Review of all positions in '24/ '25- Managed Support, Co-managed, Rock-IT
- Managed support contract with AVI for audio visual support- '24
- Exploring co-managed support contract for Tier 3 support '24/ '25
- Exploring co-managed Sys Admin, VMWare, Citrix, Telecom- '24 & '25
- Virtual Chief Information Security Officer (vCISO)- '24 & '25
- Solidify organizational changes- '24 & '25
- IT HQ Data Center move- '24

Rock-IT Organizational Chart

Diana Arneson
Information Security
Program Manager
(P)

Craig Hurda
Portfolio
Manager (P)

James Sandvig
Director of
Information
Technology (U)

Sarah Holford
Business
Supervisor (N)

Dara Mosley
Assistant Director of
Information
Technology (R)

Lynzee Deaton
Administrative
Professional II (E)

Kathleen Holford
IT Infrastructure
Supervisor (Q)

Patrick Singer
IT Data Services
Supervisor (Q)

Jason Washburn
IT Enterprise
Systems
Supervisor (Q)

Louis Falligant
IT Service
Operations
Supervisor (P)

Sara Herzig
Public Safety
Systems
Supervisor (N)

Kayne Cushman
Network
Engineer II (O)

Todd Henry
Computer
Programmer/
Analyst II (N)

Dave Tinker
Systems
Administrator II
(O)

Jeff Hedklotz
IT Support
Specialist II (J)
Service Desk Lead
(24)

Eric Riley
Deskside Support
Specialist Lead (L)

Ryan McDowell
Deskside
Support
Specialist III (L)

Josh Brown
Network
Engineer I (L)

Nick Zupan
Data Solutions
Architect (N)

Heather Butler
Systems
Administrator I
(L)

Michael Sanders
IT Support
Specialist II (J)

Derek Sauter
Deskside
Support
Specialist II (K)

James Johnson
Deskside
Support
Specialist III (L)

Vacant
Cyber Security
Analyst I (L)

Cole Sather
Computer
Programmer/
Analyst II (N)

Kaileb Klossner
Systems
Administrator I
(L)

Chris Green
IT Support
Specialist I (I)

Armando Lara
Deskside
Support
Specialist II (K)

Bryan Spigarelli
Deskside
Support
Specialist III (L)

Shelly Horvath
Network
Engineer I (L)

Michael
Southers
Systems Analyst
I (L)

Grant Zickert
Enterprise
Desktop
Specialist III (L)

Judy Eggen
IT Support
Specialist I (I)
(LTE) (24)

Simeon Stala
Deskside
Support
Specialist II (K)

Kyle
AVI Managed
Support
Contractor (24)

2025 Budget & Department Gap Analysis

- 2025 budget constraints are significant

  - Zero percent increase for Rock-IT budget

  - Ruthless prioritization within Rock-IT budget process

- Conducted Gap Analysis

  - Results demonstrated weakness with Tier 3 support and Cyber Analyst Capacity

- A couple of gaps have emerged that will be prioritized in '25 budget

  - Security analyst capacity/ Public Safety Systems capacity

  - Systems administration Tier 3 capabilities

  - Various Security considerations and modernization of applications/ software

Questions

- Any technical issues, please call the Rock-IT Service Desk at 757-5039