



Information Technology

201 Delafield St.
Waukesha, WI 53188
262-524-3565

Chris Pofahl, Director
cpofahl@waukesha-wi.gov

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To: Information Technology Board
From: Chris Pofahl, IT Director
Subject: IT Directors Report

Electronic Poll Books: Gina Kozlik gave me an update on the E-poll books project. The pilot in Brookfield didn't go as well as planned, so she is putting our purchase on hold until the end of the year or January. WEC is working with the municipalities for bulk purchasing. Additionally, our County Clerk is not recommending implementation of any kind for E-poll books in 2018.

Online Training: Departments are starting to see more online training opportunities for their staff. The Fire department recently talked with me about technical specs for an online system for their department. Also, I have been working with HR to find online training videos that cover topics like Harassment and Discrimination, and workplace Safety.

MBS Cemetery Software Update: Implementation and training went very well.

Network Monitoring Update: The new system we implemented in March is already paying for itself. On July 4th, Fire Station #3 received a massive power surge due to a lightning strike nearby. We received system down alerts and contacted the Battalion Chief on duty about the issues we were seeing before he arrived at Station 3.

Help Desk Tickets: The number of Help Desk tickets from 2016 to 2017 dropped by 8.83%. Tickets counts for the first half of the year compared to the first half of last year are down 8.28%. I am projecting that 2018 tickets will be down 9.4% from 2017.

HTTPS Only Website: On July 23, 2018, version 68 of the Google Chrome browser will begin adding a "Not secure" designation on any website running Hyper Text Transfer Protocol (HTTP) instead of Hyper Text Transfer Protocol Secure (HTTPS), which may give users the perception that our website is unsecure (Google Chrome accounts for approximately 60% of the browser market share). I started working with our webhost CivicPlus to get our site switched to HTTPS only. Specifically, I dictated that only TLS version 1.3 or later cyphers are used.

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