



# *GREEN LAKE COUNTY*

*571 County Road A, Green Lake, WI 54941*

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The following documents are included in the packet for the Information Technology Committee meeting on December 6, 2016:

**Amended \*Post date: 12/2/2016**

- 1) Cover letter
- 2) \* Amended Agenda
- 3) Draft minutes from the October 2016 meeting
- 4) Purchase Requests
- 5) 2016 budget standings
- 6) \* Report on Server Room HVAC status



## Information Technology Department

571 County Road A, Green Lake, WI 54941 (920) 294-4160

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From: Bill Hutchison

To: IT Committee Members

Date: November 30<sup>th</sup>, 2016

Re: December 2016 IT Committee Meeting

All,

Enclosed is your packet for our meeting on **Tuesday, December 6<sup>th</sup> at 6:00pm** to be held in the meeting room #0903 (Lower Level – West Wing) at the Green Lake County Government Center, 571 County Road A, Green Lake.

Attached are:

- Agenda for the December 6<sup>th</sup> meeting
- October 2016 Meeting Minutes
- Purchase requests
- 2016 Budget Standings

See you at the meeting,

Bill Hutchison  
Information Technology Director  
Green Lake County



GREEN LAKE COUNTY  
Information Technology Department

Bill Hutchison – Director of Information Technology  
920-294-4160

Information Technology Committee  
Meeting Notice

Date: December 6, 2016      Time: 6:00 PM  
Meeting Room #0903, Green Lake County Government Center  
571 County Road A, Green Lake WI

\*Amended AGENDA

Committee Members

Preston Hiestand  
Katie Mehn  
Gail Schroder  
Nick Toney, Vice-Chair  
Joy Waterbury, Chair

1. Call to Order
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Agenda
5. Minutes: October 4, 2016
6. Public Comment (3 minute limit)
7. Appearances
8. Correspondence
9. Department/Committee Discussion
  - Highlights & Project Updates
  - \*Server Room HVAC Update
10. Purchase Requests
  - Approve Items
  - Items to P&I
  - Vouchers
11. Upcoming Committee Activity
  - Future Meeting Date: February 7, 2017
  - Future Agenda Items for Action and Discussion
12. Adjourn

Please note: Meeting area is accessible to the physically disabled. Anyone planning to attend who needs visual or audio assistance, should contact the Information Technology Department, 294-4160, no later than 3 days before date of the meeting.



**GREEN LAKE COUNTY  
INFORMATION TECHNOLOGY COMMITTEE MINUTES  
October 4, 2016**

**CALL TO ORDER**

Joy Waterbury called the meeting of the Information Technology Committee to order at 6:00 p.m. in the Green Lake County Government Center, Committee Room #0903, Green Lake, WI. The requirements of the open meeting law were certified as being met.

Present: Chip Hiestand, Katie Mehn, Gail Schroeder, Joy Waterbury  
Also Present: Bill Hutchison, Deb Sweeney, Scott Weir, Ron Severson  
Absent: Nick Toney

**PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was recited.

**AGENDA**

**Motion/Second (Mehn/Schroeder)** to approve the agenda. Motion carried.

**MINUTES**

**Motion/Second (Schroeder/Mehn)** to approve the August 9, 2016 minutes. Motion carried.

**PUBLIC COMMENTS – None**

**Motion/Second (Waterbury/Mehn)** to seat Hiestand at 6:08

**APPEARANCES**

Scott Weir and Ron Severson appeared to discuss the HVAC system in the main server room. The Committee asked Weir to appear as the redundant cooling system on occasion has unsuccessfully tried to switch units which resulted in overheating in the main server room and computer equipment failure.

Weir distributed a manual to the Liebert systems and discussed the maintenance schedule. Waterbury asked about the failure on 9/2/16 in dispatch. Weir stressed that the systems are not mechanically failing. The systems are sensitive to power brown outs/surges and need to be reset to restore functionality. The units are designed to protect themselves and if they sense surges or fluctuation in power will generate an alert and need to be reset.

The units in the main server room are designed when they are running to sense temperature. If one unit is mechanically running and not cooling properly the second unit will not engage because the control power senses the other unit as running. The unit not cooling properly will eventually shut off to protect itself. Another issue is the Liebert system is attached to the geosystem. The emergency generator does not provide service to the geosystem pumps. If we were to lose power the pumps will not supply enough resources to the Liebert units and they will eventually shut down to protect themselves.

Mehn asked if there is a way to minimize the alerts? Weir reviewed the alerts since October 25, 2015 and what was done. A temp monitoring system was setup November 2014 and is set to send out phone text alerts when the room reaches 79 degrees or higher. Severson asked if we feel the amount of alerts to date are bad? Issues are to be expected on units running 24/7. Hiestand asked if they thought the units were running the way they are supposed to? Maintenance has bare minimum tools to monitor the system and only know there's a failure if an alarm goes off. As far as the functionality, they believe the systems are working properly.

Another thing is maintenance would like to see the control power changed. Currently it is hooked off of one unit and electrically if one unit is shut off it would turn off the second unit. Each unit should have their own control power for proper maintenance. This would have no impact if there was a power outage or if the geosystem pumps fail.

Weir received a \$28,000 quote on a standalone cooling unit to cover the main server room and dispatch which would not be tied to the geosystem. This would be installed to cover times when the main units fail to cool. This would allow time to respond to alerts and reset the main unit. Committee discussed the process of financing and approvals for purchasing the unit. Maintenance does not have funds in their capital improvements. Weir distributed a best practices document – Ventilation and Cooling Requirement for ICT rooms and stressed that the air in a server room doesn't necessarily have to be cool, it just needs to circulate properly around the equipment. Should this unit be approved, Weir would like to work with Bassett Mechanical as they currently have existing service contracts on other equipment.

A standalone may be nice to have in place just until staff can respond to an alert. The biggest damage so far was in April 2014. The Liebert failed to switch and the main server room overheated from 10pm to 7am the next day. As a result, the backup system and firewall failed and the phone system lost cards. There was no long term data lost but the main server room houses things like the public safety software, financial software systems, payroll, accounts payable, State connections among other things.

Waterbury asked if a \$28,000 backup system just having it in place in case the geosystem fails is worthwhile. Weir suggested you could have simple duct work to the outside and get a rolling portable unit. The main server room is centrally located and separate on itself which is a problem. Weir had suggested the installation of a separate unit four or five years ago when the units were experiencing high water alarms. Condensation pumps were installed which addressed the high water alarms. Weir was asked funding aside, what would his recommendation priority be, a separate unit from geothermal or a portable unit? Which one would be most beneficial? He explained that each person has their own idea of what would be more dependable, none of them will work 100%. Weir recommends installing a wall cooling unit independent of the geosystem, a backup to the backup. He feels it will read temperatures and turn on/off appropriately when needed. The current units were initially configured to run for a set amount of time then switch. Maintenance prefers to have one unit run continuously because when they alternate is when issues occur. They feel they can control them better that way. If a standalone unit were to be installed how would it address the hot air that is being generated by the current system when it stops working? Weir feels the proposed backup unit would handle cooling the room should the main units stop working.

**CORRESPONDENCE** – None

#### **DEPARTMENT/COMMITTEE DISCUSSION**

Department/project updates since the last meeting from the IT Director:

- 34 helpdesk tickets have been created, 40 resolved and 16 remain open.
- 7 new employee accounts created.
- Upgrade from Office 2010 to Office 2016 is about 70% complete.
- Avatar system upgraded and patched to bring it current.
- Patching/upgrades/repairs completed.
- Antivirus software upgraded to current version.
- New server installed at FRI.
- Installed Dragon voice recognition dictation software in the Sheriff's Office.
- ROD Laredo public and internal software upgraded.
- Bids for permitting package will be submitted at next meeting.

Committee discussion was held on the HVAC issue. If we have a redundant system that is working the way it is supposed to why is there a need for an additional unit? Waterbury will recap the issues and present a quote for a standalone cooling unit to P&I for their approval and funding source.

**PURCHASE REQUESTS** – None

#### **VOUCHERS**

Vouchers were presented in the amount of \$450.00.

**Motion/Second (Mehn/Hiestand)** to approve vouchers as presented. Motion Carried

Committee toured the main server room.

#### **UPCOMING COMMITTEE ACTIVITY**

Next meeting: December 6, 2016 at 6 p.m.

#### **ADJOURNMENT**

**Motion/Second (Schroeder/Mehn)** to adjourn at 7:18 p.m. Motion carried.



**Green Lake County IT Department - Purchase Requests**

\*account number=(year)-100-25-51450-xxx-000

Meeting date: December 6, 2016

Item #	Item	Quantity	*Account Number	Reason for Purchase	Vendor	Price per Item	Total	Delivered Price?
1	Server	1	810	Server for permit software (Transcendent)	Silicon Mechanics	\$5,651.00	\$ 5,651.00	Yes
					Thinkmate	\$ 6,105.00	\$ 6,105.00	Yes
2	Services to upgrade Oracle database	1	214	Upgrade financial software database	Weidenhammer	\$3,000.00	\$ 3,000.00	n/a
				10g->12c	Sole Provider			

For 01/01/16 - 12/31/16

Expenditure Summary Report

FJEXS01A

Periods 01 - 13

Informational Tech

100-25 EXP

<u>Account No/Description</u>	<u>Adjusted Budget</u>	<u>Y-T-D Encumb</u>	<u>Period Expended</u>	<u>Y-T-D Expended</u>	<u>Available Balance</u>	<u>Percent Used</u>
<b>25 Informational Tech</b>						
16-100-25-51450-110-000 Salaries	156,884.80	.00	110,325.80	110,325.80	46,559.00	70.32
16-100-25-51450-151-000 Social Security	12,001.69	.00	8,759.63	8,759.63	3,242.06	72.99
16-100-25-51450-153-000 Ret. Employer Share	9,144.22	.00	7,809.97	7,809.97	1,334.25	85.41
16-100-25-51450-154-000 Health Insurance	37,042.95	.00	31,369.20	31,369.20	5,673.75	84.68
16-100-25-51450-155-000 Life Insurance	381.96	.00	321.45	321.45	60.51	84.16
16-100-25-51450-206-000 Maintenance Contracts	198,900.00	32,602.35	197,267.13	197,267.13	-30,969.48	115.57
16-100-25-51450-214-000 Software/Hardware	16,600.00	489.53	11,535.34	11,535.34	4,575.13	72.44
16-100-25-51450-233-000 Internet	7,500.00	.00	6,750.00	6,750.00	750.00	90.00
16-100-25-51450-234-000 Networking	16,080.00	.00	13,317.90	13,317.90	2,762.10	82.82
16-100-25-51450-307-000 Training	750.00	.00	770.00	770.00	-20.00	102.67
16-100-25-51450-310-000 Office Supplies	100.00	.00	89.99	89.99	10.01	89.99
16-100-25-51450-324-000 Member Dues	100.00	.00	.00	.00	100.00	.00
16-100-25-51450-329-000 Subscriptions	500.00	.00	209.98	209.98	290.02	42.00
16-100-25-51450-330-000 Travel	500.00	.00	475.54	475.54	24.46	95.11
16-100-25-51450-810-000 Capital Equipment	37,000.00	784.84	5,224.41	5,224.41	30,990.75	16.24
16-101-25-51450-999-001 Carryover IT UPS Batteries	1,900.91	.00	.00	.00	1,900.91	.00
16-101-25-51450-999-002 Carryover Software - Assigned	72,579.42	.00	72,579.42	72,579.42	.00	100.00
<b>25 Informational Tech</b>	<b>567,965.95</b>	<b>33,876.72</b>	<b>466,805.76</b>	<b>466,805.76</b>	<b>67,283.47</b>	<b>88.15</b>

**To:** IT Committee members

November 27, 2016

**From:** Joy Waterbury

**Re:** Summary Report on IT HVAC issue and supporting documents

Dear Committee members,

Attached you will find a copy of the letter I wrote to the Property and Insurance Committee (P&I) regarding the ongoing cooling issue in the main server room.

It grieves me to inform you the letter was not given to the P&I Committee prior to its November 1 meeting. I spoke to P&I Committee Secretary Marge Bostelmann and P&I Committee Chair Vicki Bernhagen. Marge claims full responsibility for the omission, stating the email she forwarded to one of her staff did not include the attachment and she did not realize it. Vicki also claims responsibility stating that she forgot about the letter. I would be remiss if I did not point out that Vicki Bernhagen, Marge Bostelmann and Harley Reabe all were emailed copies of the letter along with the request to share it with the Committee.

At the time I sent the letter I asked that this matter be on the Nov. 1 agenda for action and discussion, so that a dialogue could ensue. Instead, the topic appeared on the agenda under "Maintenance Report". This was disturbing because it limited our ability to address the issue and gave the floor to Scott Weir for most of the details. Chairman Bernhagen did allow me to speak, but I felt my opportunity was limited. At this time I thought the committee had my letter, so I did not go into detail of our needs. It was only after the meeting that I learned the letter never made it to the table.

As a result of hearing the predominant Maintenance Department viewpoint on the situation and citing issues with the \$28,000 cost of a backup air conditioner, the P&I Committee deemed our server room cooling issue a low priority and decided no action was needed at this time. The committee agreed to continue to monitor the situation.

We have been promised a spot on the P&I Committee Agenda next month (Dec. 6) and the aforementioned letter will be given to P&I members before the meeting. If any IT Committee members could attend this meeting it might be helpful for P&I to hear your perspectives. Let Deb know if you plan to attend, we'll need to have their agenda reflect that a quorum might be present.

Also attached you will find a complete time line of documented issues involving the HVAC problem spanning a five-year period. The time line includes four separate occasions where this issue was "forgotten".

My purpose in presenting this report is to both update you on the current situation and to ask committee approval to accept this report. By accepting this report we make it part of the IT Committee's official record. As part of our official record, these documents will show all the steps that the IT Director and the IT Committee took to bring attention to this matter and that we did virtually everything within our power to have the situation corrected. This will become important in the future should the problem continue or worsen.

I thank you for your time and attention to this matter. I'm sorry the news could not be better, but I think we can all sleep better knowing we tried our best.

Sincerely,



Joy Waterbury  
Chairman, IT Committee

Re: IT Server Room's HVAC progress

On October 4 the IT Committee met with Maintenance Supervisor Scott Weir to discuss the problems with the main Server Room's HVAC system. Mr. Weir explained about the system, provided packets of information educating the committee on the system and how it functions, and answered questions from committee members.

I'm writing today to share some of that information with you. I'll do my best to nutshell the issues.

Our main Server Room is equipped with a "redundant cooling system" consisting of two air-conditioning units, affectionately called "Lieberts". In a perfect world, the two units work together to maintain the acceptable room temperature. Should one of the units malfunction, the other is suppose to detect the rising temperature and kick in.

#### PROBLEM A

1. Our "Redundant" system is no longer "Redundant" and is not operating in the manner in which it was originally designed. Apparently there were some maintenance issues and wiring modifications had to be made. I'll defer to Mr. Weir's expertise for an explanation of those details.
2. There have been six overheating incidents since April, 2014 (see attached chart) that all seem to stem from this issue:
  - One of the units malfunctions and begins blowing hot air into the server room.
  - The backup unit, which no longer senses temperature, now only activates when the first unit stops running. As long as the first unit is running (even blowing hot air) the backup will not kick in to provide cooling.

#### PROBLEM B

3. Our Server Room cooling system is dependent upon our building's geothermal system. A failure of our geothermal system would adversely affect BOTH cooling units resulting in catastrophic loss of equipment, time and cost of additional man-power to restore systems and data, as well as severe interruption of employee job performance, public services and multitudes of other responsibilities in all departments and at all levels of our operations.

## PROPOSED SOLUTIONS

5. Mr. Weir has a quote of \$28,000 from Bassett to install a segregated, temperature actuated unit that would kick in when the existing Liebert units go on the fritz or in the event we lose geothermal support.
6. The issue with the Liebert Unit that has the tendency to heat the room should be addressed to minimize emergency situations, and so the new backup unit doesn't spend it's life fighting the heat generated by the existing unit.
7. We should at least investigate whether the original redundant design of the Liebert system could be restored, updated or repaired, to operate as it was intended and what the cost would be to do that.

## COST OF PAST FAILURE

In April, 2014 an overheating incident took place that caused \$10,000 in damage to the tape backup library, power supplies, a complete server and hard drives. The damage to the tape library was \$6,000 and was covered by insurance.

This incident was fairly isolated and did not result in large downtime or loss of data or work stoppages for other departments, just a lot of work for IT. We need to consider the cost involved with more frequent and more serious incidents if things persist. That would include the possibility of department(s) being down for extended periods, loss of data and interruptions in services.

Thank you for your time and consideration of this matter.

Sincerely,

A handwritten signature in black ink that reads "J. Waterbury". The signature is written in a cursive style with a large, sweeping flourish at the end.

Joy Waterbury  
Chairman  
IT Committee

## TIMELINE OF SYSTEM MALFUNCTIONS

April, 2014	Cooling units fail at 10 p.m. without warning. Equipment overheats causing sporadic and scattered outages throughout system. Failure was not discovered until the next morning when staff arrived.	<p><i>Several components are damaged by heat stress.</i></p> <p><i>Insurance covers \$6,000 of the cost of the \$10,000 loss.</i></p> <p><i>A temperature activated Email alert system is established.</i></p> <p><i>Shut down protocols are established: List prioritizing the various systems involved and the order shut down will occur.</i></p>
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Since April of 2014 the following malfunction incidents have occurred:

DATE	TIME	EMAIL	TEMPERATURE
June 5, 2015 (Friday)	5:30 p.m. - 6:10 p.m.	4 Alerts	79, 79 83, 81
June 19, 2015 (Friday)	8:10 p.m.	1 Alert	80
July 19, 2015 (Sunday)	12 a.m. to 1:10 p.m.	7 Alerts	80, 86, 90, 92, 95, 96, 96
Oct. 25, 2015 (Sunday)	2 p.m. to 2:50 p.m.	6 Alerts	83, 88, 91, 93, 93, 92
July 30, 2016 (Saturday)	5:10 p.m. to 6:30 p.m.	9 Alerts	81,83,84,86,87,87,88,88,89

\* Notation: The Maintenance Supervisor reported in November

## Timeline of Unresolved HVAC Issue in IT Department

May, 2011	One cooling unit in the server room has had ongoing issues. Maintenance is working on getting the problems resolved. <a href="http://www.co.green-lake.wi.us/uploads/meetings/3_23may11-minutes.pdf">http://www.co.green-lake.wi.us/uploads/meetings/3_23may11-minutes.pdf</a>				
Aug. 2011	– Server Room HVAC units working well. <a href="http://www.co.green-lake.wi.us/uploads/meetings/1_2aug11-minutes.pdf">http://www.co.green-lake.wi.us/uploads/meetings/1_2aug11-minutes.pdf</a>				
June 2013	Ongoing issues with the server room HVAC units not switching automatically. Maintenance is troubleshooting. <a href="http://www.co.green-lake.wi.us/uploads/meetings/1apr13minutes.pdf">http://www.co.green-lake.wi.us/uploads/meetings/1apr13minutes.pdf</a>				
June 2014	Main cooling system failed in the server room. Failure occurred in the evening and was not discovered until the next morning. As a result, the tape library failed and was replaced under insurance. Maintenance is trying to determine the cause of the system failure. (Damages for this event was \$10,000, not including damages to phone bank which was addressed through the clerk’s office. Clerk was unable to locate records on those costs. Insurance covered \$6,000 of the cost of damage.) <a href="http://www.co.green-lake.wi.us/uploads/meetings/2june14-minutes.pdf">http://www.co.green-lake.wi.us/uploads/meetings/2june14-minutes.pdf</a> Protocols were put in place at this time including email temperature alert system and creation of a shut-down list (in order from least essential first to most essential components last) in the event equipment would need to be turned off to reduce heat in the room.				
Dec. 2014	IT Department Head Bill Hutchison reports to IT Committee that the Server Room’s 2 <sup>nd</sup> HVAC unit has not been functional since April, 2014 <a href="http://www.co.green-lake.wi.us/uploads/meetings/16decminutes.pdf">http://www.co.green-lake.wi.us/uploads/meetings/16decminutes.pdf</a>				
Feb. 2015	2nd HVAC unit still does not function as designed Committee discussed the systems, their importance and the way they currently function. The Committee would like the maintenance supervisor to appear at the next IT Committee meeting so they can discuss the status and possible cost of repairs. <a href="http://www.co.green-lake.wi.us/uploads/meetings/03feb15minutes.pdf">http://www.co.green-lake.wi.us/uploads/meetings/03feb15minutes.pdf</a>				
Feb. 19, 2015	IT Department Head, Bill Hutchinson send email (copy attached), indicating he has met with Admin. Coordinator and Maint. Spvsr. And that progress is being made to address the issue.				
Apr. 7, 2015	In light of Bill’s encouraging email, and believing the situation is being addressed, IT committee does not invite Maintenance Supervisor to come to April 7 IT meeting. <a href="http://www.co.green-lake.wi.us/uploads/meetings/07apr15minutes.pdf">http://www.co.green-lake.wi.us/uploads/meetings/07apr15minutes.pdf</a>				
June 5, 2015	Friday	COOLING PROBLEM	5:30 – 6:10 pm	4 Alerts	79, 79 83, 81
June 19, 2015	Friday	COOLING PROBLEM	8:10 pm	1 Alert	80
July 19, 2015	Sunday	COOLING PROBLEM	12-1:10 am	7 Alerts	80, 86, 90, 92, 95, 96, 96
Oct. 25, 2015	Sunday	COOLING PROBLEM	2-2:50 pm	6 Alerts	83, 88, 91, 93, 93, 92
July 30, 2016	Saturday	COOLING PROBLEM	5:10- 6:30 pm	9 Alerts	81,83,84,86,87,87,88,88,89
Aug. 9, 2016	The HVAC system in the IT area still does not function correctly. Mr. Hutchinson states he’s “given up”. Committee would like the matter discussed/reviewed at the next meeting.  Following this IT Committee meeting, IT Chair called Admin Coordinator asking why the matter has not been resolved. Marge states it was forgotten about but that she will make sure the matter receives maintenance attention. <b>Forgotten</b> <a href="http://www.co.green-lake.wi.us/uploads/meetings/9aug16-minutes.pdf">http://www.co.green-lake.wi.us/uploads/meetings/9aug16-minutes.pdf</a>				
Aug. 11, 2016	IT Committee Chair emails invitation to Maintenance Supervisor to present at Oct. 4 IT Committee meeting regarding HVAC issue in server room.				
Aug. 15, 2016	Email received from Maintenance Supervisor stating he will attend.				
Aug. 16, 2016	Left message for Admin. Coordinator asking for Status update on this issue.				

Aug. 16, 2016	Admin. Coordinator returns call, leaves message, Maint. Supervisor is looking into what is needed and matter will come before both committees soon.
Sep. 6, 2016	Maintenance Supervisor appears before P&I Committee explains problems with HVAC system and suggests a temperature sensing system be installed. Plans to get estimates. <a href="http://www.co.green-lake.wi.us/uploads/meetings/september-6-2016-pi-minutes1.pdf">http://www.co.green-lake.wi.us/uploads/meetings/september-6-2016-pi-minutes1.pdf</a>
Sep. 7, 2016	IT Committee Chair sends email thanking P&I Committee Chair for addressing the HVAC Issue. Asks that the matter appear on the following meeting agenda October 4 for follow-up.
Oct. 4, 2016	IT HVAC issue is NOT on the agenda of the P&I Committee Oct. 4 mtg. <b>Forgotten about</b>
Oct. 5, 2016	IT Committee Chair sends email to P&I Committee Chair and Marge Bostelmann asking that the matter appear on the following meeting agenda November 1 for “action and discussion”
Oct. 25, 2016	IT Committee Chair notices IT HVAC issue does not appear on Nov. 1 P&I agenda, sends email to P&I Committee Chair and Marge Bostelmann inquiring and asking that the topic be under “discussion and action”. Bostelmann responds she had forgotten to include it. She will amend the agenda and add it. In addition Bostelmann said the bid for Maintenance proposal will be included in the packet. <b>Almost forgotten again.</b> IT Committee Chair attaches a letter outlining the HVAC issues and various options and asks the letter be shared with the P&I committee.
Nov. 1, 2016	IT Chair attends this meeting. The topic was placed on the agenda under the heading “Maintenance Report”. The Maintenance Director explained the issues with the HVAC system and convinces the committee the current method (receiving email notifications of temperature increases) of addressing the HVAC deficiencies is acceptable. Maintenance does not anticipate any problem with the geothermal system at this time. Committee does not act and instead agrees to monitor the situation.  The information letter IT Chair sent asking that it be shared with P&I Committee members was not shared with P&I Committee members. No mention of the letter was made during the meeting. IT Chair does not feel the P&I Committee fully understood how this issue affects the IT Department.  In addition it is noted that the \$28,000 bid/quote/estimate did NOT appear in the P&I Committee Packet as Marge Bostelmann stated it would. <a href="http://www.co.green-lake.wi.us/uploads/meetings/pinoticenovember20161.pdf">http://www.co.green-lake.wi.us/uploads/meetings/pinoticenovember20161.pdf</a> <a href="http://www.co.green-lake.wi.us/uploads/meetings/pinoticenovember20161.pdf">http://www.co.green-lake.wi.us/uploads/meetings/pinoticenovember20161.pdf</a>
Nov. 3, 2016	IT Committee Chair emails P&I Committee Chair Vicki Bernhagen and County Clerk/Committee Secretary/Admin. Coordinator Marge Bostelmann asking why the letter to the P&I Committee was not shared with the P&I Committee members. Marge calls IT Chair taking responsibility for the IT letter not being shared with P&I Committee members. A communication error was to blame. The letter was suppose to be forwarded with an attachment to one of her staff, for some reason the attachment didn’t forward with the email. P&I Chair emails and states she forgot to share the letter with Committee members. <b>Forgotten again</b>

