



# DU PAGE COUNTY

## Technology Committee

### Final Summary

421 N. COUNTY FARM ROAD  
WHEATON, IL 60187  
www.dupagecounty.gov

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**Tuesday, August 6, 2024**

**11:00 AM**

**Room 3500B**

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**1. CALL TO ORDER**

11:00 AM meeting was called to order by Chair Yoo at 11:05 AM.

**2. ROLL CALL**

<b>PRESENT</b>	Berlin, Carrier, Eckhoff, Henry, Kaczmarek, White, and Yoo
<b>ABSENT</b>	Galassi, and Jorgensen
<b>LATE</b>	Cronin Cahill, Gustin, and Rutledge

**3. CHAIRWOMAN'S REMARKS - CHAIR YOO**

Chair Yoo offered several remarks. First, she advised the AI Workshop, which is part of the Municipal Technology Roundtable, will be meeting on August 21, 2024 from 11am until 3pm. On August 29, 2024, the first Cybersecurity Task Force will be meeting at 10am. Next, she offered a reminder that cybersecurity through KnowBe4 was due on July 19, 2024, so if anyone did not yet complete it, please do so as soon as possible. Chair Yoo then wished a happy birthday to CIO Anthony McPhearson.

Lastly, Chair Yoo offered an update with regard to the CrowdStrike outage on July 19, 2024. She said despite the severity of the outage, DuPage County and other DuPage County agencies such as ETSB experienced no significant financial losses and minimal service interruptions. She said this was due to effective communication and cooperative efforts by the DuPage County IT department, ETSB, OHSEM, and IT leaders countywide. She thanked Mr. McPhearson, Craig Dieckman, and Linda Zerwin for their direct collaboration in swiftly mitigating the outage's impact. She said their coordinated efforts with various departments, elected officials, and other agencies throughout DuPage County were instrumental. Chair Yoo said the County's IT department's network and operations teams, the PC technicians, OHSEM, and ETSB responded promptly to the outage starting at 1:41am on July 19th. She said their diligence throughout the night and morning ensured all critical systems were restored and hundreds of user inquiries and escalations were addressed that same morning. She said by approximately 7:00am, 95% of our critical systems were up and fully accessible, which includes roughly 256 servers. She said most effected workstations were fixed shortly after being reported to our IT Service Desk. She said notably, while the 9-1-1 system servers and equipment were effected, they remained operational, ensuring continuous emergency service availability. Essential services such as Police, Fire, water, and electricity were fully functional, although some individual computers were impacted. She said the collaboration has continued with a recent incident after action review, led by Craig Dieckman, and by the end of this week, a detailed report will be provided by Anthony McPhearson, in partnership with Craig Dieckman and Linda Zerwin, for presentation to the Chair, Board Members, and DuPage County leadership. Chair Yoo said this outage highlighted the importance of robust infrastructure, strong support teams, effective response mechanisms, and countywide collaboration. She said the swift actions of our IT, public safety, and emergency

management teams have set a strong foundation for handling future global events, local emergencies, and cybersecurity incidents. She said moving forward, we will continue collaborating, communicating transparently, and implementing proactive measures to protect and maintain our technology environments and critical business operations. She thanked everyone involved in this response.

Mr. McPhearson congratulated Tom Ricker and Tamara Freihart from the IT GIS division for winning two SAG awards for two GIS applications, adding that it is through a global organization. He said Mr. Ricker and Ms. Freihart attended the award ceremony last month. Mr. Ricker said the owner of the organization personally selects the 210 award recipients out of over 60,000 global GIS organizations.

#### 4. PUBLIC COMMENT

No public comments were offered.

#### 5. APPROVAL OF MINUTES

##### 5.A. [24-2042](#)

Approval of Minutes for the Technology Committee - Regular Meeting - Tuesday, June 18, 2024

**Attachments:** [2024-06-18 Technology Minutes](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Gwen Henry
<b>SECONDER:</b>	Kathleen Carrier

#### 6. PROCUREMENT REQUISITIONS

##### 6.A. [TE-P-0010-24](#)

Recommendation for the approval of a contract purchase order to SHI International Corp, for the procurement of laptops, docks, and monitors, for Information Technology and Probation, for the period of August 20, 2024 through August 19, 2025, for a contract total amount of \$664,623.43, per Cooperative Purchasing Agreement Pricing, in compliance with 30 ILCS 525/2 "Governmental Joint Purchasing Act" - Sourcewell Contract #121923-SHI. (ARPA ITEM)

**Attachments:** [SHI \(ARPA Equip\) - PRCC](#)  
[SHI \(ARPA Equip\) - Quote #25124356](#)  
[SHI \(ARPA Equip\) - Sourcewell COOP Contract #121923-SHI](#)  
[SHI \(ARPA Equip\) - VED](#)

<b>RESULT:</b>	APPROVED AND SENT TO FINANCE
<b>MOVER:</b>	Gwen Henry
<b>SECONDER:</b>	Kathleen Carrier

6.B. [TE-P-0011-24](#)

Recommendation for the approval of a contract purchase order to Gartner, Inc., for one (1) subscription for CIOs Individual Access and one (1) subscription for Technical Professionals – Advisor Small and Midsize Business Enterprise Access, for Information Technology, for the period of October 1, 2024 through September 30, 2025, for a contract total amount of \$141,685. Contract pursuant to the Intergovernmental Cooperation Act (NASPO Contract #186840 Addendum).

Mr. McPhearson advised that Gartner is providing a discounted price. He said Gartner allows us to extend our subject matter expertise for our staff, noting that the IT technical team may also use the subscription to access other technical professionals.

**Attachments:** [Gartner - PRCC - 2024](#)  
[Gartner - Service Order #Q-00192036](#)  
[Gartner - NASPO Contract #186840 Addendum](#)  
[Gartner - VED](#)

<b>RESULT:</b>	APPROVED AND SENT TO FINANCE
<b>MOVER:</b>	Kathleen Carrier
<b>SECONDER:</b>	Gwen Henry

6.C. [TE-P-0012-24](#)

Recommendation for the approval of a contract purchase order issued to KARA Company, Inc., for the management of the County GPS CORS sites, to include operating, monitoring and upgrading of software and firmware, for Information Technology - GIS Division, for the period of September 1, 2024 through August 31, 2025, for a contract total amount of \$39,500. Pursuant to 55 ILCS 5/5-1022(c) - Sole source - KARA Company is the only vendor who can maintain system functions and software, has network knowledge, and has the ability to be on-site to correct any problems with the seven individual stations.

**Attachments:** [KARA Co \(Annual Mtc\) - PRCC](#)  
[KARA Co \(Annual Mtc\) - Quote #30386](#)  
[KARA Co \(Annual Mtc\) - Sole Source Letter](#)  
[KARA Co \(Annual Mtc\) - VED](#)

<b>RESULT:</b>	APPROVED AND SENT TO FINANCE
<b>MOVER:</b>	Kathleen Carrier
<b>SECONDER:</b>	Gwen Henry

6.D. [TE-P-0013-24](#)

Recommendation for the approval of a contract purchase order to AT&T Mobility, for the

annual licensing and maintenance of AirWatch Mobile Device Management, for Information Technology, for the period of July 1, 2024 through June 30, 2025, for a contract total amount of \$32,040. Exempt from bidding per 55 ILCS 5/5-1022 (d) exempt from bidding - IT/Telecom purchases which do not exceed \$35,000.

Mr. McPhearson explained that a VMware acquisition caused the delay in bringing this procurement for approval. He reminded the committee that Airwatch allows IT to track all County cell phones and mobile devices, so if something is lost or stolen, we can erase the data. He also noted that this item will go away next year, as we will be moving to Microsoft InTune, which is included in our current Microsoft licensing.

**Attachments:** [AT&T Mobility \(Airwatch\) - PRCC - 2024](#)  
[AT&T Mobility \(Airwatch\) - Workspace One Quote - 2024](#)  
[AT&T Mobility \(Airwatch\) - VED](#)

<b>RESULT:</b>	APPROVED AND SENT TO FINANCE
<b>MOVER:</b>	Grant Eckhoff
<b>SECONDER:</b>	Robert Berlin

6.E. [TE-P-0014-24](#)

Recommendation for the approval of a contract to Carahsoft Technology Group, for the procurement of UiPath Robotics Process Automation licensing, for Information Technology, for the period of August 14, 2024 through August 13, 2025, for a contract total amount not to exceed \$31,360. Per 55 ILCS 5/5-1022(d) exempt from bidding - IT/Telecom purchases which do not exceed \$35,000.

**Attachments:** [Carahsoft \(UiPath Inc. - RPA\) - PRCC](#)  
[Carahsoft \(UiPath Inc. - RPA\) - VED](#)  
[Carahsoft \(UiPath Inc. - RPA\) - Quote #43481918](#)

<b>RESULT:</b>	APPROVED AND SENT TO FINANCE
<b>MOVER:</b>	Bill White
<b>SECONDER:</b>	Robert Berlin

6.F. [TE-P-0009-24](#)

Recommendation for the approval of a contract purchase order issued to Insight Public Sector, for the purchase of KnowBe4 software for cybersecurity awareness training and phishing testing, for the Information Technology Department, for the period of October 29, 2024 through October 28, 2025, for a contract total amount not to exceed \$31,296. Contract pursuant to the Intergovernmental Cooperation Act (Omnia Partners Contract #23-6692-03)

Mr. McPhearson said KnowBe4 is important to help keep our environment safe and help us avoid getting hacked. He said typically, industry-wide, most organizations are 28.6%

phish-prone, meaning their employees will click things they shouldn't. He said here in DuPage County, we are at 3.3%. He said things will get much worse with AI.

**Attachments:** [Insight Public Sector - PRCC](#)  
[Insight Public Sector - Quotation #0227586635](#)  
[Insight Public Sector - Omnia Contract](#)  
[Insight Public Sector \(KnowBe4\) - VED](#)

<b>RESULT:</b>	APPROVED AND SENT TO FINANCE
<b>MOVER:</b>	Bill White
<b>SECONDER:</b>	Jean Kaczmarek

## 7. TRAVEL REQUESTS

### 7.A. [24-2029](#)

Authorization for an IT staff member attend the VMware Explore Conference in Las Vegas, NV from August 26, 2024 through August 29, 2024. Travel to include hotel, mileage, per diem, etc. for an estimated total of \$3,267.

Mr. McPhearson said this is a request for one of our engineers to attend a conference so they can learn more about VMware, which is a virtualization technology that allows us to expand physical pieces of hardware and add more to it. He advised the committee that they will be seeing a lot more travel requests so we can get staff trained and learning about new technologies. He added that a lot of tech conferences are held in places such as Las Vegas and Florida, as they have the facilities to hold these large conferences.

Member Henry asked if there is a registration fee for attending these conferences. Mr. McPhearson said for many of them, the conference fees are included in the licensing fee we pay.

**Attachments:** [Travel Request - IT Staff\\_VMware Explore Conference](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Jean Kaczmarek
<b>SECONDER:</b>	Grant Eckhoff

## 8. INFORMATIONAL ITEMS

Member McCarthy (proxy for Member Berlin) moved and Member White seconded a motion to combine and place on file items 8A through 8C. The motion was approved on voice vote; all ayes, motion carried.

### 8.A. [DT-P-0045-24](#)

Recommendation for the approval of a contract renewal to AT&T Corp., to provide analog telecommunication services, as needed for the Division of Transportation to communicate with traffic signals, for the period of August 30, 2024 through March 31,

2026, for a contract total not to exceed \$40,000, per bid # 21-104-IT.

**Attachments:**     [AT&T Checklist](#)  
                               [AT&T Renewal](#)  
                               [AT&T Vendor Ethics](#)

<b>RESULT:</b>	INFORMATION RECEIVED AND PLACED ON FILE
<b>MOVER:</b>	Robert Berlin
<b>SECONDER:</b>	Bill White

8.B.     [JPS-P-0019-24](#)

Recommendation for the approval of a contract purchase order issued to CloudGavel, LLC, for the implementation and annual service of the Warrant Management System, for the Sheriff's Office, for the period of July 10, 2024 through July 9, 2029, for a contract total amount not to exceed \$652,500; per bid 24-075-SHF. (Sheriff's Office)

Mr. McPhearson explained that warrants is the last application that is active and being used on the mainframe. He said we now have an application with CloudGavel that addresses all current needs for the Sheriff's Office. He said the goal is to have the existing application and data off the mainframe by the end of this year. However, he said they are still working through the implementation timeline, but the vendor said they believe it can be completed by the end of this year. Mr. McPhearson said we will start to see savings in years to come, over \$250,000 to \$300,000 after next year.

**Attachments:**     [CloudGavel - PRCC.pdf](#)  
                               [Cloudgavel - Proposal 24-075-SHF](#)  
                               [CloudGavel - Pricing Sheet](#)  
                               [CloudGavel - Scorecard](#)  
                               [Cloudgavel - Vendor Ethics](#)

<b>RESULT:</b>	INFORMATION RECEIVED AND PLACED ON FILE
<b>MOVER:</b>	Robert Berlin
<b>SECONDER:</b>	Bill White

8.C.     [JPS-P-0023-24](#)

Recommendation for the approval of a contract purchase order issued to Untethered Labs, Inc., for the purchase of the GateKeeper System, for the Sheriff's Office, for the period of August 13, 2024 through August 12, 2025, for a contract total amount not to exceed \$61,980. Pursuant to 55 ILCS 5/5-1022(c) - Sole Source. (Sheriff's Office)

**Attachments:**     [Untethered - PRCC.pdf](#)  
                              [Untethered-Quote](#)  
                              [Untethered-Sole Source](#)  
                              [Untethered - Vendor Ethics\\_Redactedpdf.pdf](#)

<b>RESULT:</b>	INFORMATION RECEIVED AND PLACED ON FILE
<b>MOVER:</b>	Robert Berlin
<b>SECONDER:</b>	Bill White

**9. OLD BUSINESS**

No old business was discussed.

**10. NEW BUSINESS**

Member Carrier said the 6th annual Veterans Resource Fair will be held on August 21, 2024 from 9am until 1:00pm in the auditorium. She said all vets, caregivers, and spouses are welcome, and there will be over 80 agencies in attendance. Member Cahill asked if the group of veterans from the Care Center will be attending. Member Carrier said they are welcome and she will email Janelle Chadwick about it.

**11. ADJOURNMENT**

With no further business, the meeting was adjourned.