

Those present:

Office	Name	Present (P) Voting (V)	Representative	Present (P) Voting (V)
Voting Members (13 total)				
Auditor	Jon Slater		Mark Conrad Ed Laramée	P PV
Board of Elections (Opposing Parties)	(Mary) Jane Hanley	PV	Beth Lane	
Board of Elections (Opposing Parties)			Brett Riffle	PV
Clerk of Courts	Branden Meyer		Kelly Turben Jessica Murphy	PV
Coroner	Thomas Vajen		Luann Davidson	
County Commissioner	Carri Brown	PV	Steve Davis David Levacy Mike Kiger Rachel Elsea Staci Knisley	
Developmental Disabilities	John Pekar		Ray Schmidt Beth Seifert Robert Lovell	
Engineer	Jeremiah Upp		Eric McCrady Jeff Camechis Cheryl Downour	PV
Judge	Richard Berens		Jillian Boone Shannon Seesholtz	PV P
Prosecutor	Kyle Witt		Joshua Horacek Kirk Shaw Amy Brown-Thompson	PV
Recorder	Gene Wood		Lisa McKenzie	PV
Sheriff	Dave Phalen		Alex Lape Jeneanne Smyers	PV
Treasurer	Jim Bahnsen		Michael Kaper Jennifer Effinger	PV
Total Voting Members Present (marked PV)		11		
Total Representatives Present But Not All Voting (Marked P)		2		

Observers:

Jay Mattlin

Dan Neeley

Belinda Nebbergall

Patrick O'Malia

Total observers present: 3

Total Present:

1. Approve forms

Form Type	Dept.	1 st	2 nd	In favor	Opposed	Abstain
RC-2	Board of Elections	Lisa McKenzie	Michael Kaper	8	0	2
RC-3	Economic Development	Carri Brown	Jane Hanley	11	0	0
RC-3	EMA	Jane Hanley	Cheryl Downour	11	0	0
RC-3	Juvenile	Lisa McKenzie	Michael Kaper	11	0	0
RC-3	Probate	Lisa McKenzie	Jane Hanley	11	0	0

Form Type	Dept.	1 st	2 nd	In favor	Opposed	Abstain
RC-3	Clerk of Courts Legal	Brett Riffle	Michael Kaper	10	0	1
RC-3	Treasurer	Ed Laramee	Lisa McKenzie	10	0	1

2. Proposal for RC-2 and RC-3 Approvals

As amended. See Appendix A. Proposal was just for RC-3 Approvals.

RC-3 Approval Policy	1 st	2 nd	In favor	Opposed	Abstain
	Carri Brown	Joshua Horacek	11	0	0

3. New Business

GoToMeeting: The county now has licenses for GoToMeeting for conference calls. This includes audio (which also includes land line or cell phone dial in) as well as video and computer screen sharing. We can also record the calls, which includes any video that was part of the call, and share that recorded conference with anyone we choose. Note that recording a call is a choice that the host makes. The calls are not automatically recorded. The host has to choose to record. The license that we have is a 20/140 flex plan. This means that we can add up to 140 licensed users to our GoToMeeting portal. A licensed user can schedule a conference call and host a conference call. Of those 140 licensed users, only 20 per month can host a call. "Host a call" means to initiate a call. Once a licensed user hosts 1 call for a specific month, that user has grabbed one license (also called a seat in GoToMeeting) of the 20 that are available. Since that user has already grabbed (used) one license, they can host as many calls as they want for that month. So the 20 licenses does not limit the number of conference calls that we can host; it simply limits the number of people who can host a call in any given month.

4. Around the Table

Carri Brown: Strategic Needs for IT Survey was done. See Appendix B for results. GoToMeeting implementation was a result of the responses to Question #7.

Office 365: Microsoft Teams is a newer feature of Office 365 that enhances collaborative work. It is easy to set up existing long term groups, such as departments, or ad hoc groups. Departments can work with IT to set up Teams for them. IT will be doing a training on Teams. It would be useful if one person from each department could be trained to serve as the Teams Champion.

Boxes for proper storage of records at the records center is being ordered. Email was sent out to department heads for approximate box count so that boxes could be given to them.

Jillian Boone: Tech grant for CourtView ePortal.

Joshua Horacek: 3 law library computers have been upgraded.

Lisa McKenzie: Updated security measures in the Records Office. New cameras have been added so that staff can see more of the office areas.

Jane Hanley: Pathfinder project, which deals with cyber security issues for Boards of Elections, has been under way. The follow up report should be coming soon.

The voter registration system runs on Windows 7, so we are having to plan around that necessity.

The ability to vote from home if blind or disabled can be requested.

Jay Mattlin: Continuing work on implementing position control, which is a necessary prerequisite for time keeping. We are fixing departments that have not been converted yet. Hope to be on timekeeping by the end of the third quarter of this year. Jay will work on keeping position control and time keeping implementation on schedule and on communicating progress.

Ed Laramee: We should make sure that we are using our systems, such as Munis and iasWorld, to their full capacity.

5. Proposal for EMA to use the credit card for a \$100 purchase.

EMA Use of Credit Card for \$100 purchase	1 st Joshua Horacek	2 nd Mark Conrad	In favor 11	Opposed 0	Abstain 0
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5. Parking Lot

ESS and Timekeeping

Strategic Needs for Technology survey

IT Update

Windows 7 End of Life: Microsoft has announced Windows 7 End of Life, which will be January 2020. All county computers that are still running Windows 7 will need to be upgraded to Windows 10 or replaced with a new computer. Desktop computers that are Dell OptiPlex 990 or 7010 models are the oldest computers and they are out of warranty, so they will need to be replaced. You can see the model number on the computer next to the power button.

Infrastructure: IT is planning on installing Veeam, a system that will provide better back up options for all of our servers, and will be located at a third site, different from our primary and secondary sites, to serve as a third disaster recovery option.

Cybersecurity –Cybersecurity is inconvenient.

Office 365: Movement of exchange email accounts has begun, but was interrupted due to MUNIS upgrade.

County IT Collaboration

Unified modern communication presence

Social media policy update

6. Building Updates

138 Chestnut St (formerly Gazette building): Nearly done.

7. Next Meeting Dates

Wednesday, July 17, 2:00 PM, Commissioners Hearing Room

Wednesday, October 16, 2:00 PM, Commissioners Hearing Room

Wednesday, December 18, 2:00 PM, Commissioners Hearing Room

8. Adjourn	1 st Jon Slater	2 nd Branden Meyer	In favor 9	Opposed 0	Abstain 0
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Appendix A: RC-3 Approval PolicyFAIRFIELD COUNTY AUTOMATIC DATA PROCESSING BOARD
RULES FOR DESTRUCTION OF RECORDS

Section 1 - Introduction. Pursuant to R.C. 307.847(C) and R.C. 149.38(B)(1), it is the function of the Fairfield County Automatic Data Processing Board to provide rules for retention and disposal of records of the County. It is the desire of the Board to establish a rule for the uniform tracking of the disposition of records.

Section 2 – Record requiring review by the full Board. Any records sought to be destroyed where the Ohio history connection has requested review shall be reviewed by the full board in accordance with R.C. 149.38.

Section 3 – Records reviewed by Board Administrator. All records where the Ohio history connection has not requested review pursuant to R.C. 149.38(C)(3) shall be disposed of in accordance with this section.

- 3.1. Prior to the destruction of records, the agency seeking to destroy the records shall submit an RC-3 identifying the records to the Board Administrator or his designee.
- 3.2. The Board Administrator or his designee will electronically post the RC-3 in a manner wherein it can be reviewed by all Board Members or their designee. The Board Administrator or his designees will notify all Board Members or their designees that the RC-3 has been so posted.
- 3.3. Within 7 days of notice being distributed of its posting, any Board Member or their designee may request that the RC-3 be reviewed by the full board, in which case the RC-3 will be considered for approval at the next meeting of the Board.
- 3.4. If no Board Member or their designee requests review by the full board, the Board Administrator or his designee shall review the RC-3 for compliance with the relevant RC-2. If the Board Administrator or his designee finds that the RC-3 complies with the relevant RC-2, the Board Administrator or his designee shall inform the submitting agency that it may proceed with destruction of the records. The submitting agency shall notify the Board Administrator or his designee when the destruction has been completed, and the Board Administrator or his designee shall note the destruction on the RC-3 and maintain said RC-3 as a record of destruction.

Appendix B: Strategic Needs for IT Survey Results

Survey Questions:

- 1) List up to five general business processes or tasks which you find problematic, overly time consuming, or too complex. Your answers do not have to relate to IT.
- 2) List up to five outcomes or improvements you believe can be achieved with the better use of IT in your workplace.
- 3) List up to five minor gripes you have with the current IT environment. It could relate to your computer being slow, printer jams, internet problems, programs crashing, anything.
- 4) Do you consider your workplace to be tech savvy?
- 5) Do you think that your workplace using information technology effectively?
- 6) What kind of professional development in the use of technology do you need to enhance your work?
- 7) Are you interested in a conferencing system that would allow the county to setup a conference call and users to call in either by phone or by computer audio?

Answers:

1) List up to five general business processes or tasks which you find problematic, overly time consuming, or too complex. Your answers do not have to relate to IT. (Arranged into groups by Mark Conrad.)

CAI	
	CAI form asks for same information within same form...can't there just be one spot for name/address, etc?
	Employee onboarding
Case Management	
	case management
	Entering data into one system for case management and another system for services provided
	Extracting information from quarterly reports to an annual update for behavior plans
	Information having to be uploaded in to multiple platforms
	Ohio benefits- constant clicking of buttons which make the whole process feel clunky and not flowing
Courts and Clerks	
	Non-electronic court entries taken to and from court daily
	copying all our documents so it can be given to court and defense counsel
	having 2 files for each juvenile
CourtView	
	CourtView freezing frequently
Computers, including Tablets	
	Tablets are outdated and not working for officers in the field
	Computers are VERY slow to boot up in the morning
DD	
	When writing an IEP at Forest Rose School, my computure will stop accepting what my keyboard is typing. Once I click back into the box, I can continue typing again.
Documentation	

	Documentation is very time consuming but necessary for it to be detailed
Email	
	E mail
GIS	
	GIS viewing
	GIS! Accuglobe is not user friendly & complicated.
Henschen	
	Entering information into henschen
	Henchens
Internet	
	Anything related to using internet
	Internet connections
	Intra-Agency
	Going to courthouse to get checks that could be mailed – just print invoice number in Reference field on checks like personal checks have
	Sharing docs amongst county agencies
	Inter agency communication could be better
	Printing multiple copies of docs for other agencies when we are paperless
IT	
	Having seperate email addresses for each different type of IT ticket
	planning for technology is problematic; for example what are the current server needs? what are the server needs for the next three years?
	I hate when I want to save multiple attachments from an email that I have to go into drive, folder, sub folder EVERY TIME. Why can't this be smarter and know I was just in here?
	Issues with Office 365. Always an issue with rights or programs not working.
	Outlook frequently has to be shut down & rebooted as it glitches
	Constant reminders from Adobe to update Reader but can't w/o I.T. intervention
	the ticketing process for IT services; sometimes we just do not have an answer and do not know of the priority ranking
	various updates seem random; updates are time consuming
	Updating programs on the tablets are not always as simple as syncing to our desktop and requires us to contact IT
JFS	
	Technical issues with OWCMS
	Entering information into SACWIS
	Having to constantly request overrides for Ohio Benefits or finding ways to force the system to do what is needed
	Logging on to conference room computer without delay or problems, printing from that computer
	Technical issues with OnBase
	The computeure, overhead projector and printer often do not work in the small conference room. This

	takes more time for the IEP's and leads to me having to apologize for things that I cannot control.
Logins	
	Having to re log into systems all the time
	logging onto directory from office computer. This is really an issue when you have a customer on the phone and you are trying to find a phone number of another department that they need transferred to
	The amount of keys needed for each password
	Too many passwords
	Trying to remember which email address to use for it issued
	Constantly changing passwords
Maintenance	
	Maint. repairs in Pickerington don't get resolved timely manner
	Example: it has taken 5 weeks to repair broken toilet
Matrix	
	Matrix
	Saving Files to Matrix System
	scanning documents into Matrix from the courts
Munis	
	entry into Munis; it is not user friendly or intuitive
	Filtering/fixing reports b/c Munis data is not entered properly
	Payin scanning and attaching to each receipt
	Pay-ins
	Scanning and attaching support to each Pay-In receipt. Would be faster if the suppot could be attached to the batch and then populate to each receipt in the batch
	HR Payroll processing
	New hire process/on-boarding...
	the connection of HR and Payroll is overly time consuming and could improve; processes need to use the technology we have
	Technical issues with MUNIS
	onboarding can improve
Paper On Demand	
	scanning documents
	faxing subpoenas to LEO
	Using a paper calendar - needs to be electronic and sharable
	Getting signatures on documents in committee/ have to do signatures manually
	using forms that are non-enterable on the computer - should be digital
	Managing paper files
	The inability to capture electronic signatures on documents is a major inconvenience
	Access to digital files in remote locations
Phone System	
	voicemails

	We do have a need for people to be on a phone conference during large meetings. This is currently difficult. Hard to hear and have clear conversation.
Printers	
	Copying at a slow rate. Faster printers would be nice.
	Printing
	printing multiple copies for multiple files
	Unable to print from ipad
	why does the copier/printer wait till you're out of ink before it warns you? We don't always have spares. .
Time Sheets	
	Filling out detailed time sheets
	Timecard Completion
Other	
	Grant writing, peer review, reporting
	Taking referrals
	Documenting the same thing in multiple screens
	not being able to utilize gatekeeper for case notes
	Our program is not user friendly, inefficient, and completely out of date
	Keeping track of which form to use or complete
	participation in virtual meetings
	scheduling appointments
	The formatting of our forms varies, which causes variation in font style and size
	iPad to old
	writing processes/policy
None	
	None at this time

2) List up to five outcomes or improvements you believe can be achieved with the better use of IT in your workplace. (Arranged into groups by Mark Conrad.)

Cooperative Work	
	Being able to link our multitude of platforms together
	Better schedule coordination through use of Outlook calendars
	combine some of the systems that we use into one
	the directory needs updated to serve as a useful tool to connect
	Better sharing of electronic documents amongst county partners like share point not email
	Sharepoint could be used more often
Courts	
	Court entries sent electronically
	electronically file things in court
	faster scheduling / rescheduling

	Get rid of Henschen
	updated system for probation
	wish there was a way for courts, clerks office and pros office to electronically share documents
	Cell phones for all probation officers
	Provide updated tablets [probably Juvenile Court]
	updated tablets [probably Juvenile Court]
	Work cell cell phones for probation due to being in the field most of the time
Customer Service	
	better outcomes, more efficiency and faster response to customer (citizens)
	automatic appointment letters
	Faster application processing
	faster processing of general orders
	Better outlook by clients on agency's professionalism
	Have consistent, user friendly, documents/forms
DD	
	IT on site to call to the conference room during IEP/ETR/Other Meetings and fix problem
	Smartboards in the academic classrooms.
	Laptops and/or an additional computer for my aides since I only have one computer in my room at this time.
GIS	
	Need information to be downloaded to GIS quicker
IT	
	internet power
	If we had immediate contact with IT. Currently have to go through a supervisor & they call IT
	Smaller list of emails to have to figure out to get something fixed
	The computer itself will run slow or lag
	If we knew who specializes with certain programs/issues
	License for Adobe Acrobat for PDF work
	Someone that specializes in Office 365
	Faster connection
Matrix	
	Improve functionality of Matrix to incorporate victim services data collection and reporting
	Upgraded Matrix software that incorporates improvements
Munis and ESS	
	Designated Munis employee to educate staff and troubleshoot issues
	more user-friendly input of pay-ins, invoices, payroll would save time
	ESS and payroll records should match
	On-line checkbook via MUNIS
	On-boarding

	Use ID to clock in
Paper on demand	
	Electronic signature capabilities
	Scanning instead of paper files
	Set up to fax information from our computer
	Provide the ability to scan or capture an image of a document and save it to an electronic file
	Provide the ability to capture electronic imaging
Passwords and Security	
	One password for all systems
	Possibly use our IDs to access PCs
	Changing the Screen Timeout so it's not too quick
Phone	
	conference call. I've been on them and someone else will dial in and start talking. How does an organization this big still use free conference calls.com?
	Faster and clearer voicemails
	Having the ability to host conference calls or web based meetings with other county offices and outside the county partners
	I don't like how my phone call log stays red long after I've gone through it. It tricks me into thinking I've missed something
	Voicemail coming to your email
	Training on use of remote meeting options
	Better options for phone conferencing in large meetings and or in home visits
Printing	
	Use of our Multi-Functional Devices as opposed to individual printers, especially color printing
	Able to print from iPad
	Wireless printing from laptops/iPads or easy cord plug in stations to connect when in a building to print
	Scanner and color printer with network for reporting center [Juvenile]
Telecommuting	
	Continued cellular service with iPads/laptops
	having the option and ability to work from home during inclement weather
	Laptops for all probation officers
	laptops to be able to work on the road
	be able to type notes from home
	Easier access to files from remote locations
	Easier data entry in the field with tablets, smart devices, etc.
	Small secure portable scanner to scan birth certificates during home visits
	Allowing VPN access from home to county network
Training	
	More training opportunities in the use of technology
	Self-directed training

	MUNIS and financial process training is needed
Other	
	Don't implement things that are not efficient like an electronic time clock that took ten hours a week to manage staff time sheets because folks forgot to clock in
	Nice-having access to our email, ESS, by toggling back & forth
	No bumping off network
	Overall I am pleased
	Smoother Workflow
	IF not just a "fix" but an explanation on how we might be able to prevent or fix the issue
	purchasing could be centralized more
None	
	n/a

3) List up to five minor gripes you have with the current IT environment. It could relate to your computer being slow, printer jams, internet problems, programs crashing, anything. (Arranged into groups by Mark Conrad.)

Computers and Tablets	
	computer stalling/freezing
	I would like to have dual monitor work stations
	I'm constantly restarting my computer because it freezes
	Mass updates performed by Microsoft during business hours
	Need for I.T. intervention to do some program updates, but not others
	Old Laptops used to run programs like GIS
	programs crashing
	Programs crashing.
	Screens just shut off randomly
	Slow Start up
	updates are random and slow
	Word crashes occasionally.
	Computer tends to be pretty slow
	i.e. Windows updates go through, but have to get IT to help with Adobe. Couldn't some programs be "whitelisted"
	icons on computer keep disappearing and then need reset each time in the order you like them on your computer
	not enough harddrive space for media - video, images, audio files
	program kick me out (crashes)
	Programs freezing.
	Systems are slow
	The computers run slow sometimes
	Computer in conference room being slow or problematic
	computer is slow
	Computers are very slow in booting up
	Constantly restarting my computer due to problems.
	Extremely slow computers at pints at center

	I would like notified before updates are going to occur that kick us off the computer
	not enough RAM to run multiple graphics-related apps
	Computers at our remote locations are too slow
	Tablets not working properly
	Computer Running Slow to the point customer's comment on it.
Courts	
	CourtView freezes frequently
	Courtview issue with "Uniface 9" error and freezes program until close and reopen.
	Henschen issues that are requested that Henschen never fixes, not our I.T. Dept.
DD	
	Having more interaction better customer service and faster response times from DD IT.
	I currently have to log into a computer at Forest Rose or PRO to print notes which is a very slow process. Then printing each note takes time even though it is already written.
IT	
	Nothing seems to get done.
	Our inhouse IT person is often out of office which slows down operations when a problem comes up
	the department does a great job of troubleshooting
	inability to use spark on two different computers
	Tell you something, but then it does not get done.
	Very little communication when system is down...a phone call would help
	Adobe Acrobat license
	it is taking a long time to implement office 365
	Convenient way to use Skype for business
JFS	
	disconnect between state systems and county systems
	loss of SACWIS connection/data in mid-task
	Ohio Benefits constantly not working correctly, crashing or being down
	SACWIS crashes and doesn't save work
	Onbase's constant crashes
	Pilots crashes
	OWCMS crashing
Munis and ESS	
	Documents scanned into MUNIS take a long time to come up.
	separate timekeeping solution
	MUNIS should not guide every decision
Network	
	Issue with loosing network access at center to
	occasional loss of internet connection, better since switched provider
	Slow internet

	Spectrum internet speed is variable and inconsistent
	Wifi frequently disconnects
	Connectivity issues at other county agencies
	internet connections
Paper on demand	
	non-digital calendar
	too much paper in processes when AIMS project is complete
Passwords and Security	
	As mentioned above, quick screen timeout,
	Number of passwords we have is insane
	I hate that IT makes me put in very long passwords for the county iphone and makes me change them too frequently
Phones	
	phone system - when listening to a voicemail, you must listen to the entire message before getting the option to transfer to another extension. It would be nice to have the capability to not have to listen to a 2-3 minute message before transferring to the appropriate personnel
	phone system is old
	Phones not compatible with GIS
Printing	
	desk top printer
	no color printer access
	Printer issues mostly, have to change.
	copier jamming from damp paper
	copier problems
	I have to mark not to print front/back on each document I print
	I would like to have more printeres available
	Items not arriving to printer after being sent
	No color printer at center [Juvenile]
	Printer issues and maintenance
	Printer constantly going down and being removed and having to walk to the other end of the building to grab paperwork (especially when you have to run because it is confidential information)
Prosecutor	
	Matrix runs slow
	Matrix is not very fast
	Matrix upgrade
Telecommuting	
	In need of a hot spot in order to use computer out of the office like home visits or schools
	VPN access from home so work can be done on weekends
Training	

	Having training offered to keep up with tips for software upgrades
Sheriff	
	COPS not consistently working
System separation	
	Double entry of data (into two separate systems)
Other	
	I type reports on an Ipad using Word. When I send my report via email to other agencies, I believe the formatting is jumbled which makes it less easy for others to view my info
	No real gripes
	See previous entries
	it can take a long time to get new equipment
	people do not know the role of the data board
None	
	n/a

Question #	Question		
4	Do you consider your workplace to be tech savvy?		
	Total Responses	52	
	Yes	33	63%
	No	19	37%
5	Do you think that your workplace using information technology effectively?		
	Total Responses	52	
	Yes	28	54%
	No	24	46%
6	See below, as this is not a Yes/No question.		
7	Are you interested in a conferencing system that would allow the county to setup a conference call and users to call in either by phone or by computer audio?		
	Total Responses	49	
	Yes	33	67%
	No	16	33%

6) What kind of professional development in the use of technology do you need to enhance your work? (Arranged into groups by Mark Conrad.)

DD	
	Smartboard training for all staff members at Forest Rose School.
Excel	

	^ both the above questions should have IDK as an option (which would have been more honest). As far as pro development I think that it would be nice if one of the IT pro's could host a bi-weekly session on how to use Excel better. Make them test out people who want to join the class because we all should know the basics but there is so much that this program can do that we aren't taking advantage of. Government's two main jobs are data warehousing / data dissemination and tracking expenditures accurately. That's what excel could probably be best at in my opinion but I'm just a basics guy.
Office 365	
	An tutorial on Outlook 365 that will be implemented/or is currently in use. Some sort of IT training for new hires/department specific
	Word, Excel
Other	
	Any updated training
	Better understanding and accessibility
	Electronic Court Filing, better use of video for hearings, allow video screens in the Clerk's office for each Courtroom so clerks know what is going on without have to interrupt court, I came from a Juvenile Court that had a monitor for that reason in the Clerk's Office
	gatekeeper ACCESS to do case notes
	I believe the ability for matching someone in technology (perhaps a new position) with skills to see business needs and understand technical solutions that also has the time to put toward these things could benefit any County team or office. So not a personal professional development but a team development.
	I would like to learn more about photo editing and website design/building
	ipad
	like how it set up for the company
	more training
	More training opportunities for my staff on use of technology and software to be more efficient
	Need to take the time to learn from those who know. Just hard to get to.
	new equipment
	Professional development is not needed, the actual technology is.
	Reliability
	see #2, and an actual conference device that provides better sound when connecting multiple callers.
	See notes above
	Remote access to assist other employees would be great.
	Some workers state they are still unclear of how to use their computers or email/etc. I feel comfortable with my development and abilities to use technology.
	Speed and connection
	Staff need trained so they know what is available to make their jobs faster and easier. Some do not know what technologies are available and how to use them.
	System training for new staff and retraining as enhancements to Matrix are made
	That's a great question...not sure I have a good answer Perhaps time to go through training on a regular basis. That's tough because everyday work demands nearly always interferes.
	The ability to process work smoothly without the need to restart my computer
	Training
	Training. More training. IT sends out screen shots with instructions and users then end up fumbling to figure out how to use basic functions of applications never able to use to capacity. They pass out I phones or I pads and send an email telling staff how to log in with zero training.
	Updated computer eventually, but it is being addressed
	We just need to make people more aware of how to effectively use basic apps, especially Word, Excel, etc.

	Since all are so busy, maybe just a quick one a day or one a week Tips & Tricks email or an occasional how-to demo.
	We need an analyst to review processes and suggest technology improvements - based on business needs - perhaps a work group with this purpose is warranted
	We need to increase paperless-ness.
	website design
None	
	N/A
	n/a
	n/a
	none
	Not sure.