

ADAIR COUNTY COMMISSION MINUTES
TUESDAY, JUNE 19, 2018
20TH DAY APRIL ADJOURNED

The Adair County Commission convened at 8:30 a.m. on June 19, 2018 in the Courthouse at Kirksville. All Commissioners were present.

At 11:00 a.m., the Commission met with Kayla Wilbers, Consultant for Huber & Associates. Also attending were several Elected Officials and employees of the County. Ms. Wilbers conducted an IT discussion on what the challenges were from each of the offices represented. Concerns included:

- lengthy response time
- lack of communication
- concern with cyber attacks
- lack of follow-up;
- under staffed;
- feeling of not being a “high priority” – always out on another job
- friendlier customer service
- telling us what we need not asking what we want
- security for accepting on-line payments

Ms. Wilbers listened to all the concerns. She stated that Huber and Associates was a pro-active vs re-active company. They listen to concerns and solve the real problems instead of merely putting out fires. A “live” operator answers the phone 24/7 and works off of a ticket system. The minimum amount of time to respond is 2 hours. There are several satellite offices over the State with the main office being located at 1400 Edgewood Drive in Jefferson City. There would be an on-site visit quarterly as well. Huber and Associates employs nearly 100 people.

Ms. Wilbers suggested that a County wide assessment be done of the network. This would include monitoring the existing system for information, then interviewing each office to discuss their current capabilities and future expectations. She felt that the County needed a current “state” to get to a future “state”. Also, what layers needed to be put in place for security and to educate the staff regarding cyber security.

Commissioner Thompson suggested that the County move to contract with Huber & Associates to complete an assessment for the County. Ms. Wilbers will prepare paperwork for the Commission’s review. If agreed upon and contracts signed, the assessment would then begin in approximately began 2 -3 weeks.

The Commission spent the remainder of the day attending to County business.

The Adair County Commission adjourned at 4:00 p.m. on June 19, 2018.

Unscheduled Public Walk-Ins and other Non-Agenda Items for Tuesday, June 19, 2018:

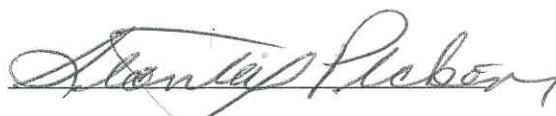
Ryan Phelps - Map Questions

Harry Bozoian – Klingner Engineering

ATTEST:



County Clerk



Presiding Commissioner