

IT Services from Metro-INET

Presented to the Saint Anthony City Council

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2/28/2023



Topics

- About Metro-INET
- 2022 Year in Review
- 2023 Work Plan Highlights

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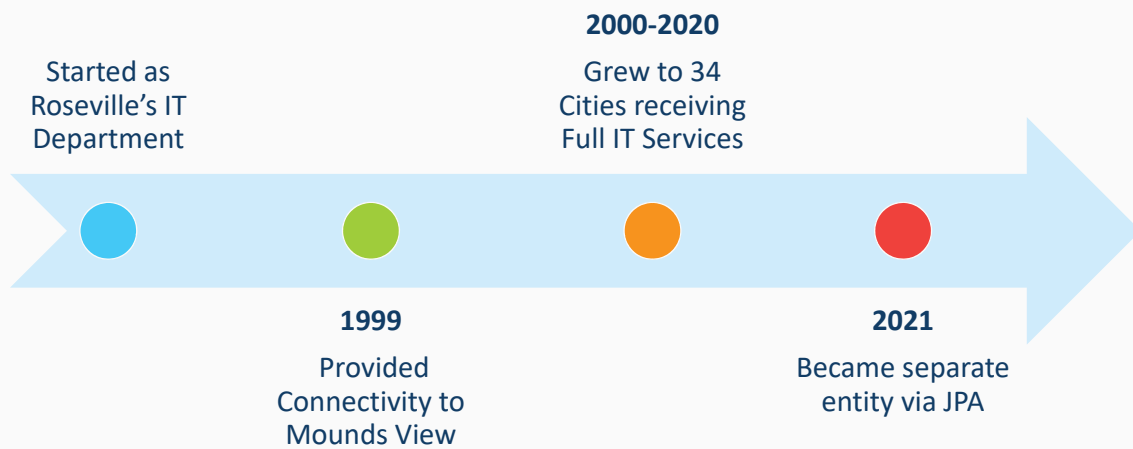


About Metro-INET

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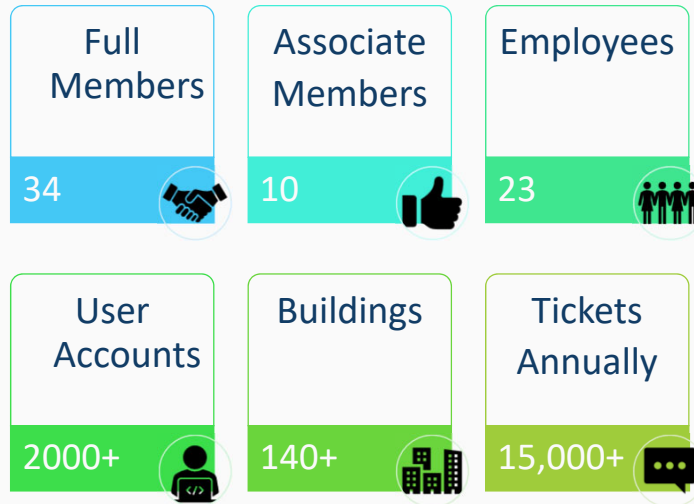
History



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By the Numbers



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Why a JPA?

- Ensure long-term viability of the organization
- Place governance in member's hands
- Create strategy & policy tailored to an IT organization
- Agility to obtain scarce IT workers, by becoming competitive

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2022 Year in Review

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Our Strategic Goals

Transform into an independent entity

Enhance our culture of excellence

Attract and retain top talent

Adequate staffing levels

Increase security

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What Staff thought in January

What's Working well

- Mission! Meaningful, important work
- Great co-workers
- Varied & Interesting work

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What Staff thought in January

What Could be Better

- Backup & Cross-training
- Documentation
- Team Work – workload, accountability
- Communication

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What Staff thought at Year End

Q: Have we improved? A: Yes!

1. Compensation
2. Staffing levels
3. Communications

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Staff Poll: One Word to Describe 2022?



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A Year of Change

Staffing – turnover

Leadership – New Executive Director and IT Client Services Manager

Compensation – New wages to be competitive

Classification – New job descriptions reflect skills and work

Security Work – Increased

Outages - Increased

Vendor Relationships – Difficulties getting support and service

Communications – Increased frequency, and formalized

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Operations Highlights

- Updated classification and compensation to 95% of market
- Implemented on-call pay
- Provided merit pay for top performers
- Passed increased funding for more personnel in 2023

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Operations Highlights

- Moved 23 Roseville IT staff to Metro-INET employees
- New HR platform
- New HR Business Partner
- New budget process, reserve policy and forecasting
- Increased Security Training completion rates from 31% to 71%

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IT Infrastructure Highlights

- Upgraded to Palo Alto Firewall
- Deployed Albert Appliance for Security Monitoring
- Migrated Personal U drives to OneDrive
- Replaced the St. Anthony Liquor Point of Sale Server

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Client Services Highlights

- Arbitrator servers for Police Departments
- Computer deployments (backlog)
- Added desks at East Bethel and Saint Francis
- End of Windows 7
- State Fair Police Department is back!

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Service Desk Stats

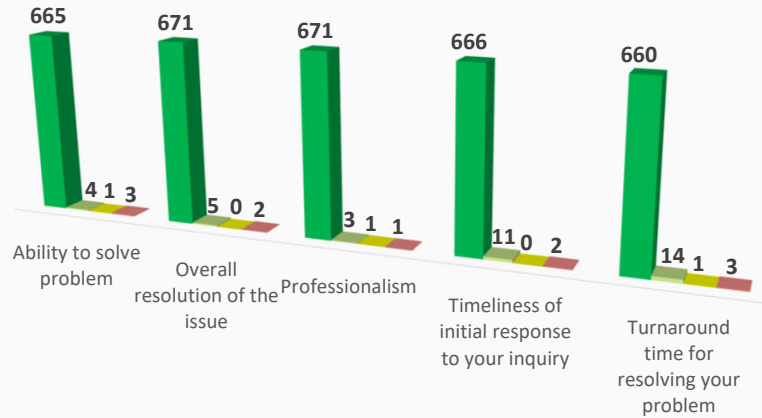


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Customer Satisfaction

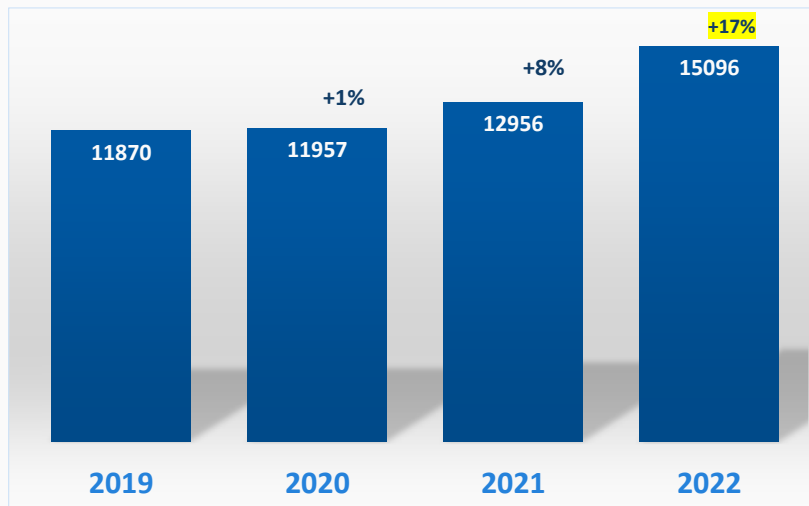
~3400 Responses
99% Satisfied

■ Satisfied ■ Somewhat Satisfied ■ Somewhat Dissatisfied ■ Dissatisfied



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Request Volume By Year



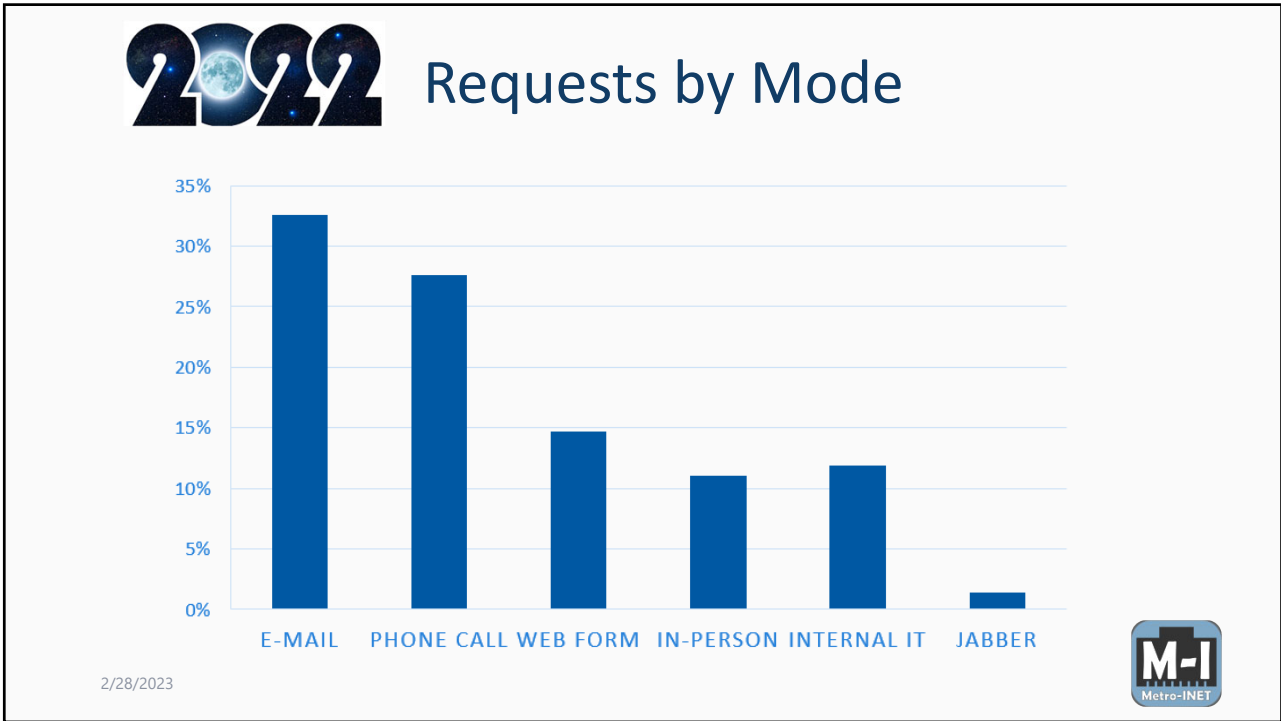
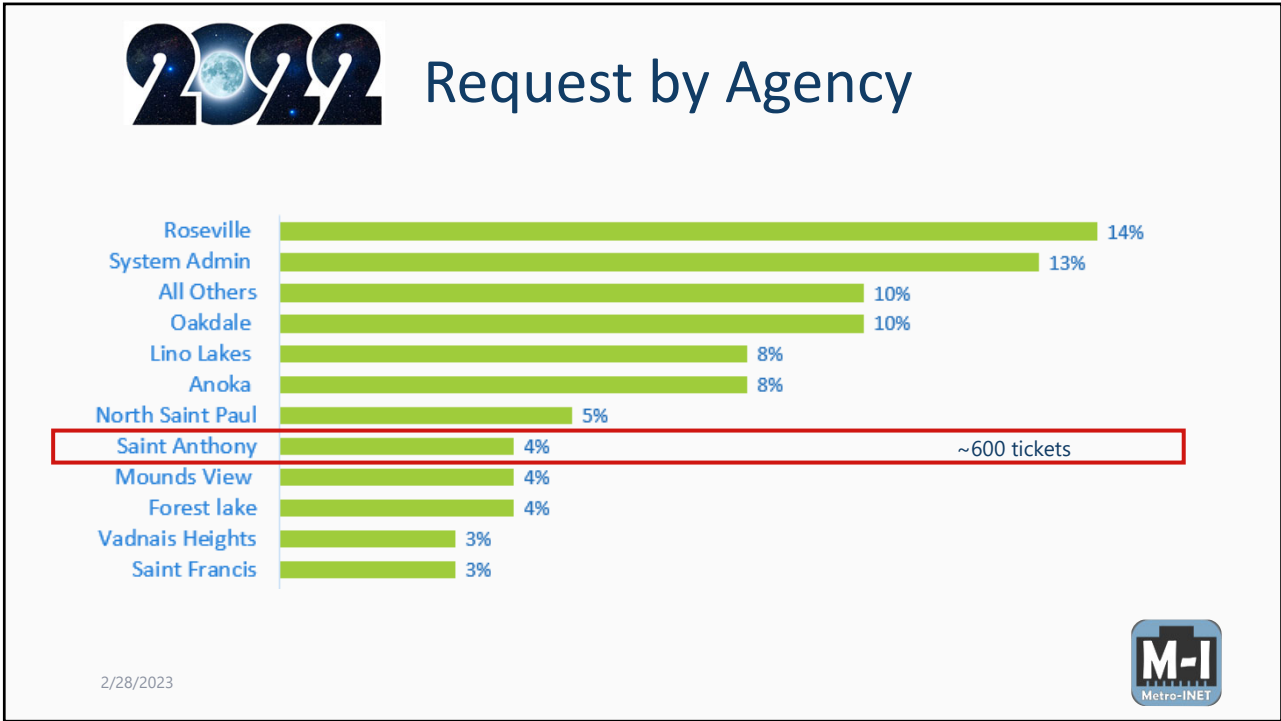
Up 17% from 2021

2022 Increases

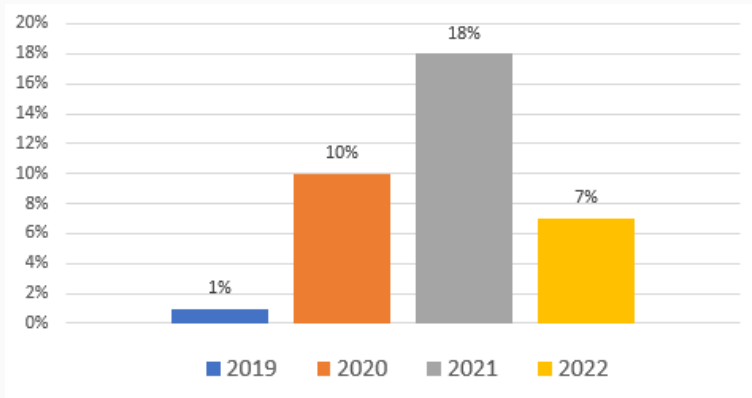
+600 In-Person requests, up by 67%

+300 Internal IT requests, up by 23%

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Missed Calls: Reversing the Trend



Target for 2023:
Under 5%

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2023 Work Plan Highlights

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Staffing

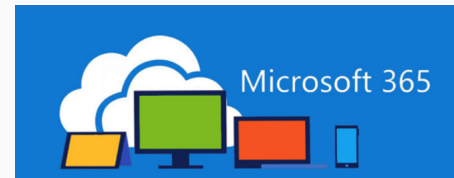
Fill vacant positions

1. Computer Support Specialist
2. Network Engineer
3. IT Infrastructure Manager
4. IT Security Manager

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Microsoft 365



Email Encryption

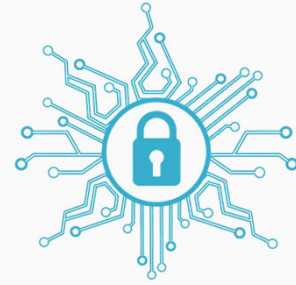
Email Spam filter improvements

SharePoint migration to SharePoint Online

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Security



- Apply for Federal Cybersecurity Grant
- Implement Acceptable Use Policy for all Members
- Update Security Policies
- Upgrade Antivirus Software

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IT Security Training

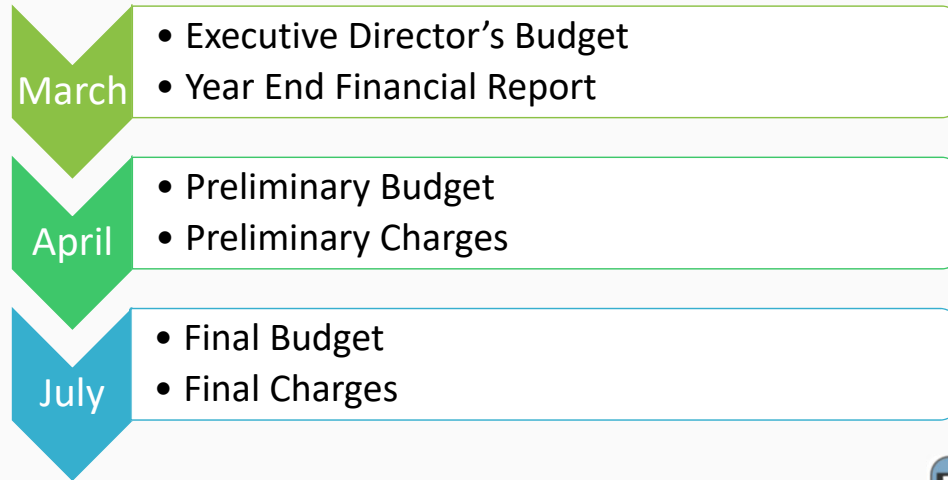
KnowBe4

- Increase frequency from 1x a year to 2x a year
- Increase completion rates from 71% to 90%
- Re-deploy phishing tests

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Budget Schedule



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Questions?

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