Date: June 14, 2021

To: Honorable Board of Supervisors

From: Cody Snider, Information Services Division Manager

Subject: Office of Emergency Services (OES) emergency response website

During the May 11, 2021, Board of Supervisors meeting, direction was given to add the Mendocino County OES readiness website "mendoready.org" to the county's IT Master Plan.

Based on the Board direction, Information Services staff have had several meetings and communications with OES staff in order to obtain clarity on numerous technical details including hosting, security, content and administration. OES staff are researching details to questions inquired by Information Services.

Currently the website is hosted in a temporary system, was setup for initial testing, and does not include a long term hosting arrangement that Information Services is aware of. A website hosting service contract will be required for hosting service to transfer the content to a production ready site. The system would operate separately from the main county website to ensure access during emergencies when the county's main website is under high loads.

A successful test utilizing the temporary system was initiated at 12:00 on May 26 utilizing the Wireless Emergency System.

Future administration of the system will entail the following responsibilities:

OES responsibilities:
- Content edits and updates using the installed content management system, utilizing a contracted vendor or county staff as appropriate.
- Costs associated with maintenance of the OES Mass Notifications Plan will be the responsibility of OES.
- Use Google Maps until a more robust Geographic Information Services (GIS) solution can be assessed and implemented as a later phase.
- Manage and keep current the notification system, and various feeds from social media.
- Responding to inquiries regarding content.
- Update and maintain data sources used.
- Document website functionality needs and request additional functionality through Information Services.

Information Services responsibilities:
- As a part of the IT Master Plan, maintain a hosting service, including server hardware, operating system, and connectivity to the internet. Service to be hosted by a cloud service provider such as Amazon, Vultr or other provider.
- Maintain mendoready.org domain name, manage renewals and security.

- Maintain patching of operating system, provide security settings and system level updates for website security.
- Maintain software updates for the content management system, such as word-press or other add-ons and plug-ins based on cybersecurity Best Practices and OEM requests.
- Install and update additional functionality as requested.

Information Services in working with OES can develop additional GIS capability and improvements to provide a long-term supportable solution that utilizes the county's GIS layers and other maintainable data sources.

The Board of Supervisors has directed that this project be incorporated into the IT Master Plan; currently, the ongoing costs are unknown.

Cody Snider

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Information Services Division Manager